

# Mario Rivera Díaz

Wellness Specialist



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Puebla, México

## Working experience

### Personal Trainer

Sports World México, Feb 02, 2024 - Present

- Promote and design Personal training session packages.
- Upsell personal trainings, gym services and amenities.
- Teach group fitness classes.
- End of day pack selling, body composition, and training routines reports

### Assistant manager and spa receptionist

Costa Cruiseline, Nov 5, 2022 - Sept 23, 2023

- Team training, spa management, revenue reports.
- In charge of spa reception, fully book spa schedule, promote signature spa services.
- Educate and recommend skincare products following guest's lifestyle,
- Follow-up client's services feedback, find solutions to guest's complains.

### Massage therapist

Costa Cruiseline, Jun 25, 2022 - Nov 5, 2022

- Do and promote signature spa services.
- Recommend body and skincare retail.
- Evaluate client's main concerns.
- Arrange retail stock.

## Relevant skills

- Diploma in clinic and therapeutic massage techniques.
- Certified in service promise and hospitality management
- Certified Personal Trainer. NASM CPT
- Client-based and functional movement focused training
- Proactive. Work underpressure

## Professional Profile

- Quality service and overexpected guest's hospitality are my core values.
- My goal is achieving my personal service and retail target, as I am well trained with management and selling skills from the international wellness institution One Spa World.
- As a personal trainer I follow postural, static and dynamic evaluations as foundation to design workout plans to develop stability endurance, functional strength and hypertrophy.
- As a massage therapist I am experienced in a wide range of therapeutic massages techniques including deep tissue, trigger point treatment, hot stone and sport massage.

## Languages

### Spanish

- Native speaker

### English

- Speaking: Fluent
- Writing: Proficient.

### French

- Speaking: Advance
- Writing: Intermediate

### Italian

- Speaking: Basic

### Portuguese

- Speaking: Basic