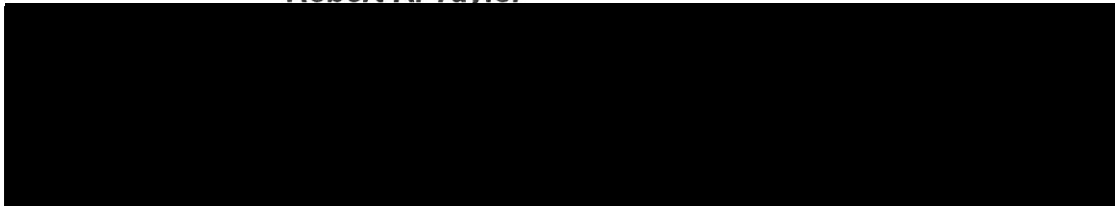


Robert K. Taylor



To find a full-time position where I can leverage my passion for helping clients meet their fitness goals, while being part of a team focused on high levels of customer experience and success. I would like to grow my career with an organization known for high quality and where there are opportunities for successive levels of responsibility over time.

E X P E R I E N C E

Fitness Together Arlington – Professional Personal Trainer **2013-present**

Arlington, MA

Provide individual and group personal training to clients ranging from their teens to 80+years old. I specialize in helping each client define specific goals, and then design measurable programs to help them achieve their goals. Programs include a mix of changes to diet, lifestyle, and exercise, focusing on what will work best for each client's age and personality type. Responsibilities include:

- Providing one-on-one fitness training, averaging 30-40 sessions per week, including mornings, evenings, and weekend sessions
- Defining fitness programs for new clients to meet their fitness goals in a clearly measurable manner; programs are often designed to accommodate specific injury- or age-related challenges, helping clients to stay positive and make progress regardless of their personal fitness status
- Designing and running fitness "PACs" with up to five trainees per group, rotating through pre-defined stations to get the maximum benefit in an energetic and fun group setting
- Conduct routine fitness center management tasks including:
 - Conducting check-points on progress against goals for individual clients
 - Adjusting fitness plans as required
 - Scheduling and changing client appointments
 - Answering the telephone and addressing potential clients' questions
 - Representing the fitness center at community events
 - Monitoring fitness equipment for age and safety
 - Ensuring the fitness center is maintained with high levels of cleanliness
 - Opening and closing the facility
- Support fitness center management when the owner is away

Fidelity Investments Headquarters – Security Guard **2013-2014**

Boston, MA

Provided a broad range of building security services. Responsibilities included:

- Providing security guard services at the front desk
- Conducting building security watches and property tours
- Managing identification checks of visitors and vendors, and maintaining visitor log
- Directly addressing or escalating security threats, as appropriate

Northeast Security – Security Guard**2012-2013**

Boston, MA

Rotated from Allied Barton to Northeast as a new account in June 2012; provided a broad range of building security services. Responsibilities included:

- Same core duties as listed for Fidelity above, plus:
 - Acted as the company liaison for First American Title Company, and the Closings and Evictions Department

Allied Barton – Security Guard**2010-2012**

Boston, MA

Provided a broad range of building security services. Responsibilities included:

- Security guard services for Broad Institute, Google, and other Boston Properties
- Same core duties as listed for Fidelity above, plus:
 - Handling of incoming calls and message management

Bed, Bath & Beyond – Customer Service Representative**2009-2010**

Somerville, MA

Customer service role that required excellent interpersonal communications and problem-solving skills. Responsibilities included:

- Cashier services, including managing cash, check and credit card transactions; managing end-of-shift cash drawer reconciliation
- Providing customers with information on the full range of in-store products
- Maintaining, organizing, and displaying merchandise
- Addressing customer concerns quickly and professionally
- Making suggestions to management for the continuous improvement of store operations and customer service

Star Market – Customer Service Representative**2006-2009**

Somerville, MA

Customer service and cashier role that rotated between various in-store assignments. Responsibilities included:

- Cashier services, including managing cash, check and credit card transactions; managing end of shift cash drawer reconciliation
- Bagging groceries, stocking shelves, carriage upkeep
- Addressing customer questions and concerns quickly and professionally

E D U C A T I O N &
P R O F E S S I O N A L C E R T I F I C A T I O N S

National Academy of Sports Medicine

CERTIFIED PERSONAL TRAINER (2013), RECERTIFIED (2018)

Somerville High School, Somerville, MA

HIGH SCHOOL DIPLOMA