

Joshua Rocha

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Professional Summary

Motivated and adaptable student pursuing a degree in Interactive Media at the University of Miami. Recognized for strong customer service skills, teamwork, and the ability to balance academic and professional responsibilities.

Professional Experience

LongHorn Steakhouse – Server / To-Go Server / Host

Miami, FL | September 2023 – Present

- Delivered exceptional guest service in both dine-in and to-go operations, ensuring a welcoming and efficient experience.
- Accurately took and entered guest orders, delivered food and beverages promptly, and verified quality and presentation.
- Assisted with to-go and curbside orders by packaging items, checking accuracy, and delivering with professionalism.
- Greeted guests upon arrival, managed seating charts and waitlists, and coordinated smooth table transitions.
- Processed payments quickly and accurately, following all POS and cash-handling procedures.
- Collaborated with team members across all positions to maintain smooth restaurant operations.
- Ensured cleanliness, organization, and compliance with food safety and brand standards.

Publix Supermarkets, Inc. – Customer Service Associate

Miami, FL | June 2021 – September 2023

- Delivered premier customer service by greeting shoppers and addressing questions. • Ensured products were within expiration date and rotated stock according to planograms.
- Assisted with unloading trucks, stocking shelves, and organizing stockrooms. • Supported store operations by filling assigned sections and maintaining shelf sets. • Assigned and managed lunch schedules for staff members.

Miller Road Animal Clinic – Volunteer

Miami, FL | October 2018 – 2019

- Prepared fecal samples for testing and assisted in administering vaccines. •
- Supported veterinarians by preparing medications and rabies shots for canine and feline patients.
- Assisted in examination rooms with animals and doctors.

Education

University of Miami – B.S.C in Interactive Media (in progress)

Miami, FL | January 2023 – Present

Palmetto Senior High School – High School Diploma

Miami, FL | August 2018 – July 2022

Skills

Software & Tools: Unity, Figma, Photoshop, InDesign, Adobe Illustrator, After Effects, Premiere Pro, GitHub.

Programming: Python, HTML, CSS, C#.

Languages: Fluent in English and Spanish.

Additional Experience

Community Service – 167 hours.