

# Jake Miso

jacjac511@yahoo.com | (310) 900-9348 | Carson, California

## EDUCATION

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California State University, Fullerton **Expected Graduation June 2026**  
Bachelor of Science in Computer Science and Programming

El Camino College **August 2021 - June 2024**  
Associate in Science Major: Mathematics  
Associate in Science Major: Physical Science  
Cumulative GPA: 3.148

North Torrance High School **September 2017 - June 2021**  
High School Diploma  
Cumulative GPA: 4.614

## SKILLS

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- Food and Beverage Upselling
- Guest Engagement
- Exceptional customer service
- Strong Work Ethic
- Teamwork and Collaboration
- Multitasking Abilities

## LEADERSHIP AND VOLUNTEER WORK

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**Human Relationship Ambassador — Member** **September 2020 - June 2021**

- 10 hours of community service volunteering

**California Scholarship Federation — Member** **September 2017 - June 2021**

- 98 hours of community service volunteering
- 33 hours of tutoring

**Key Club — Member** **September 2017 - June 2018**

- 21 hours of community service volunteering

## AWARDS & RECOGNITION

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- High School Ranked 10 in a class of 487
- President Honor Roll
- High School President Honor Roll with Distinction for 8 semesters
- AP Scholar Award
- California Scholarship Federation Sealbearer
- Seal of Biliteracy in Japanese Language Arts

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## EXPERIENCE

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**Gen Korean BBQ House | 24301 Crenshaw Blvd, Torrance, CA 90505 | 08/2022 - 05/2024**

*Host, 08/2022 - 09/2022*

- Handled high-pressure situations with composure, effectively managing large parties or unexpected events during busy shifts.
- Answered customer questions about hours, seating, and menu information.
- Promoted business loyalty by fostering positive customer relationships.

*Cashier, 09/2022 - 10/2022*

- Reconciled cash drawer at start and end of each shift, accounting for errors, and resolving discrepancies.
- Facilitated smoother checkout process, trained new employees on POS systems.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.

*Server's Assistant/Food Runner, 10/2022 - 05/2023*

- Engaged in suggestive selling and other sales techniques.
- Acted as a liaison between the kitchen, serving staff, and guests, ensuring clear communication for efficient service delivery.
- Managed multiple tasks simultaneously, prioritizing duties effectively for maximum productivity.

*Server, 05/2023 - 05/2024*

- Increased sales with upselling techniques and thorough knowledge of menu items, specials, and promotions.
- Cultivated warm relationships with regular customers.
- Received positive feedback from both guests and management for exceptional work performance and dedication to customer satisfaction.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.

## CERTIFICATE

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### **Food Handlers Certificate**

- Completed on August 1, 2022, Valid through August 1, 2025

### **America's Alcohol Certification Education Association**

- Completed AACEA online Alcohol Server Training Class on August 1, 2022