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| **Brendan Cade Gerardi**  700 East Ash Lane Apt #16303, Euless, Tx 76039  817-606-7924  Brendan.gerardi@gmail.com   |  |  |  |  | | --- | --- | --- | --- | |  | |  | | | Education | | Trinity High School- Euless, TX  August 2010-May 2013  **Tarrant County College- Hurst, TX**  May 2013- August 2013  **Texas Tech University- Lubbock, TX**  Anticipated graduation date: 2018  Degree: Computer Science Engineering.  GPA: 3.1 | | |  | |  | | | Experience | | Rita's Italian Ice  March 2011– September 2015  Running and operating store alone, successfully dealing with customers, while also keeping the store clean and prepared.  **Rita's Italian Ice Assistant Manager**  December 2013- September 2015  Overseeing all other employees, making sure store runs efficiently, making sure cash drawer was correct, dealing with sizable caterings and making sure everything was prepared for them. I also had to become knowledgeable on every item in the store, to answer any questions the customer had, and to also up-sell the product the best way possible. Responsibilities also included dealing with angry and unsatisfied customers and finding ways to fix and enhance their experience, while ensuring their continued business.  **Trend Micro Mobile Security**  June 2014-August 2014  Paid internship with the Customer Service Engineer department. Helped with the CSE(customer service engineers) and their clients. Creating presentations on new material, and making corrections to past presentations with the new information made available. Shadowing the CSE's and learning about their product to better understand how to help them with daily tasks.  **Del Frisco's Grille(Restaurant)**  October 2015-January 2016  Responsibilities included cleaning the restaurant, making sure all inventory was stocked and cleaned, interact with customers and replenish their beverages or anything else they needed, running all food from the kitchen to customers tables, and working as a team with other employees to ensure the restaurant was running smoothly and efficiently.  **Best Buy** **Warehouse**  January 2016-Present  Working within the warehouse department to prepare and organize the store to best fit the buying customer. Responsibilities include down stocking the warehouse to the front of the store to ensure product availability for the customer, unloading bi-weekly shipments and storing them in the correct position, and aide the floor salesman in creating a friendly environment for the customer. Other daily responsibilities include packaging items safely and correctly to be shipped to customers at home or other stores, keying out products that were no longer available in order to give the customer the most accurate buying experience, and using knowledge from training and experience to help the customer with product information. Also have experience with heavy machinery within the warehouse. Lifting 75+ pounds throughout the day.  **Saltgrass Steakhouse**  February 2016-Present  Serving customers with a friendly, comfortable attitude. Creating a relationship with the customer in order to give them an experience never before had at a restaurant. Being current on recipe changes and ingredients in order to sell what the customer wants most. Being able to adjust to customers attitudes to try and fit what will make their experience the best it can be so that they keep coming back. | | |  | |  | | | Honors and Activities | * **Volunteer at Kalf Fry(Kappa Alpha Order Philanthropy Event)- All profits went to Muscular Dystrophy Association** (October, 2013) * **Pledge Class Treasurer for Fraternity** (September 2013- December 2013) * **Kappa Alpha Order Fraternity Member** (September 2013- present) * **Volunteer for Howdy Techsan-helped people move into their dorms at the beginning of the school year.** (August, 2013) * **Certified: American Red Cross Professional Rescuer** (December 12-Present) * **Volunteer at Good Will.** (November 2015-January 2016) | | |  |

References Upon Request