

JACOB BUONO

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Education

Bachelor of Science in Computer Science | GPA: 3.735/4.0

Expected Graduation: December 2026

University of Houston College of Natural Science and Mathematics

- **Relevant coursework:** Algorithms and Data Structures, Database Systems, Data Science, Artificial Intelligence

High School Diploma with STEM Endorsement/Associate of Science

August 2020 - May 2024

Jersey Village High School/Lone Star College

Relevant coursework: AP Computer Science A, Dual-Credit Calculus BC, Dual-Credit Chemistry BC

Technical Skills

Programming Languages: Python, Java, C++.

Frameworks & Tools: Git.

Experience

Server/Server Trainer | Texas Roadhouse, Houston, TX

July 2024 – Present

- Maintained high standards of customer service during high-volume, fast-paced operations.
- Memorized large food and drink menus to confidently give recommendations that aligned with customer expectations.
- Prepared both dining room and kitchen before opening to ensure staff readiness.
- Served up to 5 tables at once, being solely responsible for taking orders, getting drinks, running appetizers and entrees, and processing payments.
- Promptly addressed customer concerns and worked with kitchen staff to hastily resolve problems regarding hospitality and ingredients.
- Taught new staff essential service skills and became responsible for making sure other staff properly sanitized tables and cleaned parts of the kitchen at the end of the night.

To-Go Specialist/To-Go Lead | Texas Roadhouse, Houston, TX

November 2023 – Present

- Professionally resolved customer complaints and assisted management with issuing refunds, documenting guest information, and taking measures to prevent further issues.
- Processed payments on digital systems and handled cash transactions quickly and accurately.
- Lead teams of over 10 people and designated roles for prime service and efficiency.
- Followed various procedures for safe food preparation and assembly, such as utilizing date dots to mark expiration dates and organizing refrigerator to use suitable inventory.
- Directly communicated concerns to management relating to cross-training employees, ways to improve order accuracy and customer service, and coordinating schedules.

Host/Smallboard | Texas Roadhouse, Houston, TX

May 2023 – April 2024

- Coordinated seating of 70+ tables while clearly and positively communicating with coworkers and management.
- Lead small team of seaters, ensuring all employees were properly executing their tasks.
- Optimized host stand processes and simplified guest experience from front door to table.