Christian Barajas

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Experience

Dave and Busters | Houston, TX
Winner's Circle | 05/2022 - 10/2022

Customer Engagement and Experience:

- Proactively greeted and interacted with guests in the Winner's Circle, guiding them through the ticket redemption process and ensuring each guest had an enjoyable and memorable visit.
- Assisted guests in selecting prizes, offering personalized recommendations based on ticket count and preferences, which contributed to increased customer satisfaction.

Issue Resolution and Conflict Management:

- Handled guest inquiries, concerns, and complaints with a professional and friendly demeanor, resolving issues efficiently to maintain a positive environment.
- Diffused challenging situations by actively listening to guests, empathizing with their concerns, and providing swift, satisfactory solutions, contributing to a high rate of return customers.

Team Collaboration and Venue Support:

- Collaborated with colleagues across different departments, including games and front-of-house teams, to ensure the smooth operation of the venue and a cohesive guest experience.
- Provided assistance during peak hours and special events, demonstrating flexibility and teamwork to handle high-volume periods without compromising service quality.

Operational Efficiency:

- Managed the organization and replenishment of prize inventory in the Winner's Circle, ensuring popular items were always available and the area remained visually appealing.
- Trained new team members on customer service protocols, ticket redemption processes, and venue policies, fostering a supportive and knowledgeable work environment.

Additional Skills:
- Cash handling and point-of-sale (POS) system experience.
- Strong communication skills, both verbal and written.
- Ability to thrive in a fast-paced, dynamic environment.

GTech | Santa Maria, CA
Jr. Software Engineer | 12/2020 - 05/2021

VBA Automation for Data Visualization:

- Utilized VBA (Visual Basic for Applications) to automate data collection processes and generate dynamic graphs and charts, improving the efficiency of data analysis and reporting.

System Integration and Testing:

- Integration of custom front end software and Direct Digital Control (DDC) systems.
- Participated in source code reviews.
- Assisted in deploying software updates to clients.
- Assisted network engineer with cable fabrication and installation.

System Integration and Testing:

- Collaborated with cross-functional teams to integrate the GUI with existing systems, ensuring seamless data flow and accurate representation of facility metrics.

User Support and Training:

- Provided technical support and training to end-users, ensuring smooth adoption of the new tools and systems.

Performance Optimization:

- Conducted system performance evaluations, identifying and resolving issues to maintain optimal functionality and reliability.

Skills

Proficient in C++, VBA, Java, and Assembly Language.

Education

University of Houston | Houston, Tx
Computer Science | 05/2025

Bakersfield Community College | Bakersfield, CA
Computer Science | 05/2021

Three R's Academy | Delano , Ca
05/2018