

MEMO

To: Dr. Vytautas Malesh

From: Eduardo Rodriguez

Date: 24 September 2025

Subject: Keyword Report – VA Intake Specialist (Advocacy Solutions)

The purpose of this memo is to identify 3–5 key phrases from the VA Intake Specialist job ad and demonstrate how they are connected to my resume and cover letter. These phrases highlight the overlap between the job requirements and my job and school experience.

- **Inbound and outbound client calls** — At Venetian Pool, I regularly answered guest calls, which aligns with the position’s requirement for phone-based work.
- **Verbatim script reading** — At Misha’s Cupcakes, I phoned customers to inquire on their purchases and followed scripts when speaking with them, directly matching the job’s stated need for this skill.
- **Confidential client information management** — While helping guests apply for programs, I handled sensitive records, affirming that I can maintain confidentiality, like it said in the posting.
- **Data-entry accuracy and efficiency** — Both roles involved accurate entry of reservations and important documents; these skills are also strengthened by my current data-entry courses at FIU.
- **Remote-ready setup** — I have a wired Ethernet connection and 90 WPM typing speed, which meets the posting’s requirement for a reliable remote work setup.

These keywords demonstrate how my work history and current education align with the VA Intake Specialist position. They also show how I wrote my documents in a way to reflect the terminology and requirements of the job posting.

Job Ad:

https://www.indeed.com/viewjob?jk=121c770df7af558d&from=shareddesktop_copy%2CiaBackPress

If the above link doesn’t work:

<https://github.com/eddyrodd/E-Portfolio/blob/main/jobad/VAINTAKE%20Job.pdf>

Eduardo Rodriguez
452 SW 50th Ave
Miami, 33135

24 September 2025

Hiring Manager
Advocacy Solutions
174 Meeting Street, Suite 200
Charleston, SC 29401

Dear Hiring Manager,

I am writing to apply for the VA Intake Specialist position at Advocacy Solutions. This role stood out to me because it offers me the chance to help veterans and disabled individuals, while letting me use my customer service expertise and attention to detail.

In my past jobs, I gained hands-on experience in tasks that closely align with the requirements of this role. At Venetian Pool, I managed **inbound and outbound client calls**, coordinated reservations. I also worked with customers to help them apply for programs while handling **confidential client documents**. At Misha's Cupcakes, I processed transactions and orders with **data-entry accuracy**, provided customer support, and **read scripts** when calling clients by phone. With both roles, I stayed professional under pressure while handling vast amounts of information and multitasking.

I am currently strengthening skills relevant to this role at Florida International University by taking a data entry course (Excel, Access), and a technical and professional writing course. I also have a remote-ready setup which includes a **wired connection**, dual monitors, and a **private workspace**. I also maintain a typing speed of at least **90WPM**.

I hope to be able to support veterans through this position and I am confident that my customer service background, **bilingual communication skills**, and strong technical knowledge make me a strong fit for Advocacy Solutions. Thank you for your time and for considering my application. I look forward to the opportunity to interview and discuss how I can contribute to your team's mission. I can be reached at (305) 903-9611 or eddyrodd8@gmail.com.

Sincerely,
Eduardo Rodriguez

Eduardo Rodriguez

Miami, FL 33135 | (305) 903-9611 | eddyrodd8@gmail.com

Work History

Guest Service Representative, Venetian Pool **May 2023 – Apr 2024**

- Operated front desk and kitchen, helping guests with inquiries
- Assisted guests with reservations, signups, and activity information
- Answered guest phone calls while **multi-tasking** on document data entry
- Responded to guest calls and emails in a professional manner
- Processed refunds and transactions, ensuring **confidential client information**
- Processed guest **documents** with accuracy

Retail Sales Associate, Misha's Cupcakes **Aug 2022 – Apr 2023**

- Processed and sent out daily orders with **data-entry accuracy and efficiency**
 - Helped customers, answered questions, and enrolled them in loyalty programs
 - Called paying customers while reading from a **script**
-

Education

Florida International University – Majoring in Cybersecurity **Est. Aug 2026**

- Currently enrolled in a data entry class that uses Excel and Access
- Taking a technical and professional writing course

Associate of Arts in Business, Miami Dade College **Aug 2022 – Aug 2024**

- Coursework in accounting, economics, statistics, and communication
- Passed a computer competency class that included Word and Excel assignments

High School Diploma, Coral Gables Senior High School **May 2022**

Skills

- Bilingual (English/Spanish)
- **Inbound and outbound client calls**
- **Data-entry accuracy with efficiency**
- **Confidential client information management**
- **Script reading and client intake**
- **Remote customer service setup** (Ethernet, typing speed 90 WPM, private room)
- Program and activity support
- Skilled in Microsoft Office (**Excel**, Word, Access)
- Co-worker communication (Email and Phone)

Portfolio: <https://github.com/eddyrodd/E-Portfolio>

Eduardo Rodriguez
452 Fake Street 145th Ave
Miami, FL 33135

24 September 2025

Hiring Manager
Advocacy Solutions
174 Meeting Street, Suite 200
Charleston, SC 29401

Dear Hiring Manager,

Thank you for the opportunity to interview for the VA Intake Specialist position. I appreciated learning more about the role and about Advocacy Solutions' mission of supporting veterans. I remain very interested in contributing to your team and look forward to the possibility of working together.

Sincerely,
Eduardo Rodriguez