

Eduardo Rodriguez

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Education

Florida International University — Major in Cybersecurity (Ongoing)

- Taking a Professional and Technical Communications class
- Studying aspects of data entry

Miami Dade College — Associate of Arts in Business (April 2025)

Coral Gables Senior High School — High School Diploma (June 2022)

Work Experience

Guest Service Representative — Venetian Pool, Miami, FL (May 2023 – April 2024)

- Delivered exceptional **customer service** through phone, email, and in-person interactions.
- Assisted with reservations, program sign-ups, and scheduling.
- Managed check-in/out and processed refunds accurately.
- Supported both front desk and kitchen operations.

Retail Sales Associate — Misha's Cupcakes, Miami, FL (Aug 2022 – Apr 2023)

- Processed daily **data entry** of transactions with POS accuracy.
- Balanced registers and ensured error-free cash handling.
- Restocked merchandise, organized displays, and maintained store standards.
- Resolved customer inquiries and promoted loyalty programs.

Skills

- **Customer service** and phone communication
- **Data entry** and document verification
- **Typing speed: 90 WPM**
- **Bilingual: English & Spanish**
- Reservation and scheduling coordination
- Skilled in Verbal and Written communication
- Reliable home office setup with wired high-speed internet (Ethernet), quiet workspace for remote client support

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