

Eduardo Rodriguez

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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**
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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>