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 with an **auto-dialer** 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