

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>