Eduardo Rodriguez

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# Education

Florida Internation 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>