Gael Zarco

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Objective

Bilingual computer science student with 3+ years of restaurant experience (steakhouse, Mexican, and casual dining). I bring IT/Web skills in troubleshooting, organization, and clear communication to fast-paced, guest-facing roles. Actively seeking a part-time role while pursuing a bachelor of science in Computer Science.

Work Experience

Server   January 2023 – July 2023
Red Lobster   Las Vegas, NV

- Delivered friendly, efficient table service during high-volume shifts while maintaining order accuracy and communication with guests.
- Handled POS transactions and cash; supported takeout and dine-in simultaneously.
- Coordinated with kitchen to meet special requests and to ensure quality, timely food delivery.

Server Assistant   March 2022 – January 2023
Juan's Flaming Fajitas & Cantina   Las Vegas, NV

- Supported servers with food running, expo, and table resets to improve dining experience and reduce guest wait times.
- Anticipated guest needs (refills, pre-bussing), keeping sections clean and guest-ready.
- Communicated with hosts and BOH to manage large parties and high guest traffic smoothly.

Busser / Server Assistant   January 2020 – March 2022
Fire Rock Steakhouse   Las Vegas, NV

- Maintained dining room cleanliness and sanitation; restocked stations to keep service flowing.
- Assisted servers during rushes to sustain consistent, timely guest experiences.
- Followed food-safety and cleaning checklists for opening/closing.

Additional Experience (Transferable)

IT Support Technician   July 2023 – May 2024
Team Tech Solutions   Las Vegas, NV

- Resolved time-sensitive issues for clients with a 99% satisfaction rate under a high-pressure work environment.
- Clear communication with non-technical clients ensuring guest-friendly explanations.

Web Developer   July 2024 – December 2024
702 Pros   Las Vegas, NV

- Reduced inefficient work processes and development initiatives by 80%, speeding up client and business workflows.
- Collaborated in a cross-functional work environment with a focus on strong teamwork and communication.

Education

College of Southern Nevada   May 2024 – Present
Computer Science (B.S.)   In Progress

University of Nevada, Las Vegas   August 2021 – June 2022
Software Development Bootcamp   Completed

Skills

- Hospitality: Guest Service, Order Accuracy, POS & Cash Handling, Food Running/Expo, Sanitation, Opening/Closing Checklists, Teamwork, Multitasking
- Transferable: Troubleshooting Under Pressure, Process Improvement, Documentation, Clear Communication, Attention to Detail, Hardware/Software Set-Up
- Languages: English & Spanish