**Juan rojas resume**

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**professional summary - An ambitious aeronautical engineering/ physics student with excellent research, time management, and problem-solving skills. with a strong will to succeed and easy and fast adaptability and vast determination to secure a position and possibly lead in the aeronautical field engineering fields can tackle any obstacle with self-confidence and a can-do attitude. Creative mind and excellent short/long-term memory, young mind with a lot of energy and happy to contribute. Project planning Team building Attention to detail problem solver Can-do attitude Time management Accepts direction and coaching graciously Works well under pressure Memorization skills Professional demeanor Dependable and punctual Agile Exceptional communicator Fast learner Superior time management Strong analytical skills.**

**EDUCATION**

* Osceola Campus - Valencia College-Orlando FL 8/15-08/17
* associate of arts- general studies camino business program
* University of Central Florida- Orlando, FL 8/17-present
* Bachelor of Arts-physics minor- robotics/astronomy/aeronautics
* Ucf UX/UI bootcamp -Orlando, FL 11/21-06/22

Bootcamp certificate

**WORK EXPERIENCE**

**Merchandise**| Walt Disney world – Orlando, FL

05/21-present

* Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
* Ensured daily sales goals
* Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral
* Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas
* Maximized customer interactions by promptly identifying needs and wants
* Ensured accuracy of information when recording transactions daily Maximized
* productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement
* Managed customer relations and customer service through daily communication and interaction
* Successfully communicated with all team members to navigate job duties and complete daily tasks

**Uber Drive** | Uber - Orlando, United States 01/2018-03/2020

* Upheld high standards of professionalism and discretion when working with high value clients.
* Updated quality control standards, methods and procedures to meet compliance requirements.
* Coordinated efficient routes to avoid delays and optimize schedules Stored passenger luggage and personal items with care for safety and security.
* Maximized passenger satisfaction by keeping vehicles in safe and clean operating condition.
* Minimized mechanical issues by adhering to vehicle maintenance schedule.
* Answered, scheduled and responded to reservation calls at specific times and locations.
* Transported high-value clients with professionalism and discretion Managed teams of drivers, shift schedules, and reservation calendars Waited for passengers at designated high-volume locations such as airports and popular nightlife spots.
* Calculated rides costs received money and returned change Booked rides using mobile service.
* Maintained vehicle cleanliness to maximize passenger satisfaction Upheld high standards of cleanliness, sanitation and service Arrived on time to customer appointments.
* Provided mobility to assistance to disabled passengers.

**Seater/host/server**| Walt Disney World - Orlando, FL 02/19 - 01/20

* Watched dining area staff to evaluate server loads and calculate accurate wait times.
* Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking Cultivated positive guest relations by managing information and orchestrating speedy seatings.
* Governed dining area with natural leadership talents and organizational strategies focused on balancing guest and business needs.
* Supported servers, food runners and bussers with keeping dining area ready for every guest
* Assisted managers with quickly resolving service- and food-related issues
* Assisted FOH and BOH staff with preparing for events, coordinating smooth execution to maximize guest satisfaction
* Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience
* Supervised server balance and monitored table turnover to accurately seat customers and keep customers happy
* Documented reservations and communicated changes to guests using
* Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction Prepared artistic menu boards highlighting current specials and promotions using eye-catching decorative techniques
* Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times
* Managed in-person and telephone guest inquiries, customer service requests and reservation bookings using
* Managed event contracts, including estimates, event profiles and post-event summaries
* Documented reservations, alerted servers and managers of large groups and prepared seating
* Assigned work tasks and coordinated activities of dining room personnel to deliver prompt, courteous service to patrons Monitored front entrance for new guests while assisting servers by taking and delivering drink orders
* Informed servers of newly seated parties for speedy service Collaborated with kitchen to inform customers of wait times and answer questions about food
* Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests
* Checked and restocked server areas and organized and got change for front counter

**Merchandise Associate** | Walt Disney World – Orlando 02/2018 - 11/2018

* Arranged consistent shelves, bins and racks at locations by following established planograms
* Educated staff about coordinating clothing racks and related displays to boost effectiveness of promotions
* Updated pricing and signage to complete product displays and educate customers
* Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products
* Worked with managers and advertising directors to optimize promotions
* Prepared interesting and innovative visual displays to grab customer interest and promote sales
* Organized store merchandise racks and displays to promote and maintain visually appealing environments
* Greeted, serviced and thanked all customers
* Monitored and analyzed sales records and consumer purchasing trends
* Built end caps and aisle displays to highlight products and support latest promotion
* Updated signage and price tags to reflect current sales
* Ran markdown reports, managed store replenishment and analyzed buying reports

**Sales associate** | Under Armor Factory House - Orlando, FL 11/2016 - 12/2017

* Monitored entrances, exits and fitting rooms for signs of theft Provided repeat customers with exceptional care and attention Prepared merchandise for sales floor
* Directed individuals to merchandise locations Suggested accessories and complementary purchases Accepted and processed returns
* Wrote, negotiated and finalized sales contracts Maintained adherence to all company protocols Reported incidents to management
* Always kept work areas clean and neat
* Prioritized and accomplished wide range of tasks each shift Updated computer inventory listings
* Worked collaboratively in team environment Followed latest market trends Merchandised new stock to appeal to customers, grab attention and drive sales

**Host/server** | California Pizza Kitchen - Orlando, United States 05/2016 - 11/2016

* Set and recommended mark-up rates, mark-down rates and selling prices for merchandise
* Organized and tracked departmental receipt flow for new and reordered merchandise
* Educated employees on new merchandise during seasonal workshops
* Coordinated communication with merchandise operations and vendors for PO creation and maintenance
* Loaded and unloaded merchandise using a ladder and pallet jack Answered customer questions regarding store merchandise, department information and pricing
* Negotiated prices, discount terms and all transportation arrangements for merchandise
* Organized store merchandise racks by size, style and color Removed damaged, out-of-code, not-in-set and discontinued items from displays
* California pizza kitchen - Orlando, FL Assigned patrons to tables suitable for their needs and according to rotation
* Answered telephone calls and responded to inquiries
* Assisted diners with obtaining food from buffet/serving table as needed
* Assisted in maintaining preparation and service areas in sanitary condition Cleaned and inspected galley equipment, kitchen appliances, and work areas Routinely supported other areas of restaurant as requested, including answering telephones and completing financial transactions for other staff members Assisted diners with obtaining food from buffet/serving table as needed
* Planned menus according to employers\' needs and diet restrictions Spoke with patrons to ensure satisfaction with food and service Cleaned work areas, equipment, utensils, dishes, and silverware Emptied garbage to dump site Mopped floors and cleaned walk-in refrigerators and storage areas Provided excellent customer service Set dining tables according to type of event and service standards Diligently informed kitchen staff of customer concerns, recook orders and dish availability
* Routinely cleaned work areas, glassware and silverware throughout each shift
* Precisely described menu items and special offerings and appropriately identified wine pairings
* Bussed tables, cleared, cleaned and set tables in a quiet and efficient manner
* Assisted FOH and BOH staff with preparing for events, coordinating smooth execution to maximize guest satisfaction
* Cultivated positive guest relations by managing information and orchestrating speedy seatings
* Conducted dining room and server checks to assess readiness for expected customer loads
* Supported servers, food runners and bussers with keeping dining area ready for every guest
* Documented reservations and communicated changes to guests using
* Assisted managers with quickly resolving service- and food-related issues

**merchandise/ associate** | Walt Disney World Resort-Orlando, united states 08/2015 - 07/2016

* Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
* Ensured daily sales goals were met by mentoring and coaching other team members
* Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral
* Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas
* Maximized customer interactions by promptly identifying needs and wants
* Ensured accuracy of information when recording transactions daily Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement
* Managed customer relations and customer service through daily communication and interaction
* Successfully communicated with all team members to navigate job duties and complete daily tasks
* Tracked and recapped key item performance
* Planned and coordinated product availability for advertising and promotion purposes
* Partnered with sales representatives and managers to coordinate delivery and merchandising schedule
* Loaded and unloaded merchandise using ladder and pallet jack Answered customer questions regarding store merchandise, department information and pricing
* Drove client retention, managing engaging merchandise presentation to motivate impulse purchases
* Rotated manufacturer products as needed
* Unloaded arriving product stock and moved to store display areas Assembled promotional displays, including quarter and full-size point of purchase display

**SKILLS & INTERESTS**

**Skills:** Clear communicator of complex ideas

interpersonal skills Microsoft Office

Computer proficient

Commercial awareness

Making forecasts

Strong customer relations Attention to detail, Selling Excellent communication

Neat Organizational

Outstanding communication skills

communication skills Quick learner

Interpersonal skills

Excellent customer service

collaboration Recordkeeping

Database management

Administrative support Initiative

Analytics

Data entry

Strategic planning and analysis Scheduling

Coding (C, C++, python, JavaScript, HTML)

Creativity.

Interpersonal skills

Critical Thinking.

Problem Solving.

Public Speaking.

Active Listening.

Adaptability.

Negotiation

Empathy

Leadership skills

Language skills

Admin skills

Attention to detail

Collaboration

Multitasking

Self-motivation

**Interests:** video editing, content creation, programming (new languages), video game creation (unity engine) UX/UI design, software front/back-end development, blogging, gaming , learning a third or fourth language, computer proficiency