

Roberto Bayona

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Recent Work Experience

PharmaResearch Associates – Coral Gables, FL

Feb 2020- Present

-Data Manager

- Created a Data streamline for faster access to patients' records and patient scheduling.
- Reviewed Data for inconsistencies that could skew Contracts and medical records.
- Managed all incoming data files for doctors, patients, pharmaceutical records.
- Manage/Trouble shoot LAN: Software/security updates, password troubleshooting, device Mgmt.

Bill Hansen Catering - Miami, FL

Sept. 2016- March 2020

-Event Culinary supervisor

- Develop/Create/Refine Menu items with standardized recipes to be uploaded onto OneDrive.
- Ensuring guests of luxury experience by keeping staff organized, all food accounted for and timely/smooth BOH service.
- Coordinate with FOH Managers to keep event on an orderly timeline.

L.A. Fitness – Miami Gardens, FL

Jan. 2016- Feb 2018

- General Manager

- Transformed a Failing Club that was -\$12000 Per month into a high performing +\$14000 within 6 months.
- Developed a Personal Training Team that all became Certified Master Trainers.
- Built a new culture and relationship with club members that positively translated into better gym etiquette and customer satisfaction.
- Trained sales team to not only hit monthly markers but prepare them for management roles.

Sprint – Westchester, FL

Sept. 2015- Dec. 2015

-Sales associate

- Developed and combined sales skills with my Hospitality background to provide each customer a professional experience.
- Kept and maintained sales metrics above managerial requirements.
- Handled all Cellular software troubleshooting and educated customers on the problem.

EDUCATION/ PROSSEIONAL DEVELOPMENT/ CERTIFICATIONS

Broward Community college

Software Engineering August 2020

Google It Support professional

August 2020

Citi Good clinical practice

July 2020

Miami Dade community college

Hospitality/tourism management 2010-2011

Direct Technician Certificate

Nov. 2020