# **Raul Brindis**

Related imageRelated imageImage result for phone icon713‑824‑5842  [raulbrindis12@gmail.com](mailto:raulbrindis12@gmail.com) [linkedin.com/in/raul-brindis](http://linkedin.com/in/raul-brindis) Houston, TX

*Dynamic and self-driven professional with a unique culinary background, bringing a keen eye for detail, a different approach to problem-solving, and creativity to the tech sector. Dedicated to continuous growth, I am passionate about leveraging my diverse skillsets to deliver innovative solutions within Cloud services. I thrive in fast-paced, team-focused environments where collaboration and forward-thinking are at the forefront.*

**EDUCATION**

**Bachelor of Business Administration, C. T. Bauer College of Business, University of Houston,** *Houston, TX, May 2024*

* *Major:* Management Information Systems | *GPA:* 4.0/4.0
* *Leadership & Activities*: Member, Management Information Systems Organization

**Certifications:**

* AWS Certified Solutions Architect – Associate (SAA-C03), AWS, Sep 2023
* Cloud Security Knowledge Certificate (CCSK v4), Cloud Security Alliance, Oct 2022

**Courses & Self-Learning:**

* Transaction Processing Systems: HTML, CSS, and JavaScript Fundamentals, University of Houston, *Fall 2023*
* Database Management: SQL and Microsoft Access, University of Houston, *Spring 2023*
* Info Systems Development Tools: Java Fundamentals, University of Houston, *Spring 2023*
* AWS Cloud Resume Challenge, AWS, *Oct 2023 (expected)*

**SKILLS**

*Collaboration & Leadership*: Thought leadership, manager of managers, problem solving, relationship building, cross-functional communication

*Frameworks:* Design thinking, competitive analysis, gap analysis, market research, customer segmentation, iterative design, capability mapping

**Tools & Technology:** *Microsoft Office Suite:* Excel, Word, PPT, OneNote, Access | *Google Drive Product Suite:* Sheets, Docs, Slides | *Programming:* Java, HTML, CSS, JavaScript, Light Python knowledge| *AWS Services:* CloudFront, Lambda, API Gateway, DynamoDB, S3, Route53, Certificate Manager, Serverless Application Model (SAM)| *Data Analysis:* SQL

**PROFESSIONAL EXPERIENCE**

**Internal Audit (Intern), Technology, *Protiviti*** *Houston, TX* | *Jun 2023 – Aug 2023*

* Supported the IT SOX integration for a national energy client to complete the acquisition transaction of a consumer-facing smart home company, by owning the end-to-end application controls testing with a team of five to ensure compliant requirements were met prior to the new filing period.
* Created a risk mitigation framework for a national energy company for a new ERP implementation, migrating from Workday to SAP S4 HANA and SuccessFactors for financial management, by mapping out the user journey to identify potential issues, key risks, and control attributes.
* Collaborated with a team of five to standardize a status tracker for internal daily standups, leading to improved clarity to better align team progress and greater accountability for individuals, by building a tailored automated dashboard to display progress dynamically on Excel.

**Executive Chef, *Viva Communications*** *Puerto Vallarta, Mexico* | *Nov 2020 – Aug 2022*

* Designed and implemented a standardized playbook to prioritize customer experience, increasing the restaurant’s customer satisfaction score (CSAT) from 76% to 84% within four months by training and managing a team of eight on new values and principles.
* Streamlined inventory management and procurement systems to decrease food costs by 2% within two months by improving recipe standardization and collaborating with vendors to stabilize product costs.
* Developed an open-communication and feedback collection process to gather qualitative and quantitative feedback from guests to ensure satisfaction of 80+ guests per month by including guest check-in as a systematic personal requirement each night.

**Pastry Chef, *Xochi*** *Houston, TX* | *May 2019 – May 2020*

* Decreased labor cost and food cost by ~2% by revamping employee training with agile methodology, including prioritizing effective time management, upskilling, incorporating short-term team goals to increase morale with recognition and feedback, and daily standups to discuss blockers, feedback, and immediate next steps.
* Led menu reengineering for the pastry menu with ten items, to realize an average cost-per-dish savings of 11%, by incorporating lower-cost and underutilized ingredients in new ways to showcase their versatility and value.
* Managed a team of nine back-of-house staff to manage 300+ customers per night with $15-$30K in daily sales, by prioritizing customer needs and delegating resources to workstreams as required.

**COMMUNITY & LEADERSHIP**

**Partnerships Lead, *Academic Sponsored Project with Hewlett-Packard Enterprise*** *Houston, TX* | *Sep 2022 – Nov 2022*

* Developed a solution to improve the inside-sales onboarding experience of new employees, building a web-based application to promote new hire engagement built on WIX website builder, receiving recognition for an innovative and robust plan that exceeded expectations.
* Served as primary liaison with an external stakeholder, prioritizing effective communication to align vision, tailor designs to feedback, and manage timelines through milestone tracking to ensure timely project progress and completion.

**Lead Chef, *University of Houston Charity Event, "Un Brindis for UH"*** *Houston, TX* | *Oct 2021*

* Co-organized a charity dinner for 115 guests, raising over $200,000 for the universities open educational resources, by managing the $26K event budget effectively leading to maximized fundraising potential.
* Negotiated and secured a partnership with airlines, Aeroméxico, funding an international flight for food and décor purchases, yielding over $1500 in savings by sourcing at local prices.