

# Benjamin Lam

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## Education

### **San Jose State University - San Jose, CA**

Business Administration, Management Information Systems

- Expected graduation date: Spring 2025

### **Evergreen Valley High School - San Jose, CA**

Honors Student

- Graduated: Spring 2021

## Work Experience

### **Baekjeong - Food Runner**

April 2023 - Present

- Managed and quality-checked food orders for over 50 tables, ensuring top-tier preparation and presentation
- Stepped up as the manager expeditor as needed, facilitating communication between front and back-of-the-house while overseeing ticket management
- Prioritized and addressed on-floor tasks, offering immediate assistance where required
- Thrived in a fast-paced, large-scale team setting

### **District Seven Kitchen - Server**

April 2022 - April 2023

- Managed the entire front-of-house, delivering outstanding service for an enjoyable and hospitable dining experience
- Recommended menu items tailored to customer preferences and successfully upsold complementary items
- Proactively engaged with diners, ensuring friendly service and promptly addressing concerns
- Maintained an impressive average service tip percentage of over 18%, ensuring customer satisfaction

## Awards & Achievements

- **Central Coast Section Finalist - Track and Field** · 2021
- **Unanimous Superior at CMEA Band Festival** - 2017, 2018

## Skills

- **Desktop Technician**
  - Soldering PCB's
  - Assembling (and troubleshooting) off-the-shelf system components
  - Firmware knowledge
    - OS installation and BIOS configuration
  - Port forwarding
- **Python**
  - Beginner programming level