

Eduardo Rios Ceja

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Experience

May 2019 - Present

Server/Bartender | GEN Korean BBQ House - San Jose, CA

- Memorized an extensive menu including food, appetizers, and drinks to help diners stay informed and given recommended great choices for their preference
- Developed attention to detail by ensuring orders are accurate, food is presented properly, and guests' overall dining experience is above and beyond.
- Upsold high-profit items, such as premium menu items and drinks, to enhance sales numbers and customer satisfaction
- Provided excellent customer service and memorable dining experiences, forming warm relationships with regular customers.

September 2022 - December 2022

Server | Gyu-Kaku Japanese BBQ - San Jose, CA

- Developed greater communication skills by interacting with customers and addressing their needs.
- Handled multiple tasks at once, such as taking orders, crafting specialty drinks with a full bar, and delivering food, in a fast-paced setting.
- Worked closely with staff and assisted each other to ensure smooth service and coordination
- Used product knowledge to recommend dishes and drinks to increase sales and customer satisfaction
- Learned about Japanese cuisine, enhancing my cultural understanding and ability to explain the menu to customers unfamiliar with Japanese BBQ.
- Always stayed attentive towards customers to provide a great dining experience.

September 2018 - January 2019

Team Associate/Cashier | Jamba Juice - San Jose, CA

- Memorized over 50+ different types of drinks and provided excellent customer service to up to 400 customers a shift during periods of high volume
- Worked alongside other team associates to contribute to a fast, healthy work atmosphere to achieve sales projections and provide excellent customer service.
- Stayed up-to-date with knowledge of store policies regarding promotions, payments, returns, and exchanges.
- Arranged and replenished displays and merchandise racks to maintain the store's appearance.

Education

January 2025 - December 2026

Bachelor's Degree in Business Administration Management Information System

San Jose State University - San Jose, CA

January 2022 - December 2024

Associate's Degree for Transfer in Business Administration

Foothill-De Anza College - Cupertino, CA

August 2015 - May 2019

High School Diploma

Independence High School - San Jose, CA

Courses

BUS4 092 - Introduction to Business Programming

- Utilized Python programming (loops, branching, file access, and error handling) to develop a notebook-based project for web data access and analysis.
- Applied problem-solving and teamwork skills to collaborate on project development and debugging.

BUS4 111 - Networking and Data Communications

- Applied TCP/IP Hybrid/OSI framework, critical thinking, and problem-solving skills to design Wi-Fi and physical networks using Wi-Fi Inspector, Archiplain, and Lucidchart.
- Analyzed and tracked network packets with Wireshark to optimize performance and troubleshoot issues.
- Explored cybersecurity practices, including navigating the dark web safely and protecting against online fraud and phishing attacks.
- Completed the **Juniper Networks Certification training program**.

CIS-D004 - Computer Literacy

- Developed proficiency in essential computer applications, including word processing, spreadsheets, and presentations.
 - Gained foundational knowledge of computer hardware, software, operating systems, and internet security best practices.
 - Applied critical thinking to troubleshoot technical issues and enhance digital literacy skills.
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Skills

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| • Level 3 Fluency in Spanish | • Perseverance | • Python Programming |
| • Collaborative | • Excellent Customer Service | • Flexible and Adaptable |