

**EDUCATION**

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MySQL

Github

PHP

JavaScript

CSS

HTML

C++

Python

**TECH STACK**

Kuyamoto - Chiswick, Hounslow

Restaurant waiter, 08/2022 to 12/2023

* I effectively resolved hundreds of delivery issues for our customers over the phone, thereby building rapport and fostering greater trust, leading to increased patronage of our restaurant.
* I honed my cooking skills through my restaurant experience, which enabled me to offer better suggestions to customers and contribute to the restaurant achieving 5-star ratings on Google reviews.
* Achieved a 10% increase in sales by leveraging product knowledge to make targeted recommendations, upsell products, and boost transaction value.

McDonald's - London, Barnet

Service crew member, 05/2019 to 06/2021

* Taught a junior crew member the basics of the job, leading to his promotion to manager after just three months at the restaurant.
* Attained a 100% resolution of customer issues with positive outcomes through effective communication and attentive listening skills.
* Helped the restaurant achieve a 97% food hygiene rating, ranking 3rd among all UK McDonald’s locations.

A highly enthusiastic and positive individual with extensive experience as a food crew member, now proudly holds a Bachelor of Science in Computer Science. With years of accumulated experience, demonstrates excellence in providing exceptional customer service, adept at upselling, and proficient in building strong rapport. Currently seeking a career transition to pursue my aspirations in IT and use the knowledge gained during university studies. Available for an immediate start.

**EXPERIENCE**

**ABOUT ME**

Information and Communications Technology, 2016 – 2018

City of Westminster College - **Distinction**

Computer Science, 2019 – 2023

Middlesex University - **Upper Second**

ALEXANDER

URIEL A.

**NAVARRA**

**BSc Computer Science**