

Austin Yang

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EDUCATION

The University of Texas at Dallas August 2024 *B.S., Information Technology and Systems; Minor in Cybersecurity*
GPA 3.4

EXPERIENCE

Burning Rice Restaurant-Frisco, Texas June 2023 – June 2024 *Customer Service Representative and Trainer* (January 2024 – June 2024)

- Delivered exceptional customer service in a fast-paced dining environment, ensuring a positive dining experience for up to 100 guests daily.
- Trained new hires on menu knowledge, system usage, and customer engagement strategies, improving team efficiency and service consistency.
- Upsold menu items through personalized recommendations, contributing to a 15% increase in daily sales revenue.
- Collaborated with the management team to streamline operational workflows, enhancing overall restaurant productivity and customer satisfaction.
- Explained seasonal menu items and promoted daily specials to customers
- Streamlined order-taking and kitchen communication processes, reducing average customer wait times and increasing table turnover rates

ACADEMIC PROJECT

Business Communication August 2024 – December 2024 • Developed a communication and interpersonal business skills such as proper word choice, email formatting, and responsibilities of being an employee

- Designed 30-minute interactive Microsoft presentation to educate 50 students about how AI has affected the workplace
- Reviewed business writing and techniques for clear and concise electronic workplace communication
- Learned how to use spreadsheets to properly show data trends and patterns
- Successfully promoted myself on LinkedIn to meet alumni around my area and learn about the job market available for my major.

ORGANIZATIONS

Cybersecurity Club, UT Dallas September 2024 – Present **Filipino Student Association, UT Dallas** September 2024 – Present

ADDITIONAL INFORMATION

Technical: MS spreadsheet, MS presentation, Wix, Outlook, and Prezi

Languages: Advanced English and Conversational Korean

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions and for full-time employment for up to 12 months

without sponsorship