

Frاندoly Mateo

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Professional Summary

Aspiring IT Support Specialist with a strong foundation in customer service and technical troubleshooting, backed by hands-on experience in PC assembly, diagnostics, and basic software support. Proficient in HTML, CSS, Python, and JavaScript, with a growing knowledge of networking and system maintenance. Known for clear communication, problem-solving under pressure, and a team-first mindset. Actively seeking entry-level IT support/help desk opportunities to build a long-term career in tech.

Authorized to work in the US for any employer

Work Experience

Server

Carmine's Time Square-Manhattan, NY

February 2023 to October 2024

I began as a Busser, where my primary responsibilities included cleaning, and resetting tables, as well as restocking essential items such as plates, silverware, and glassware.

After demonstrating reliability and teamwork, I transitioned to the role of Bar Back. In this position, I ensured the bar remained clean and fully stocked by replenishing wines, beers, sangria, bottled water, and sodas, maintaining efficiency and organization during service.

Within four months, I was promoted to Server. As a Server, I focused on creating an engaging and enjoyable dining experience for guests by showcasing our exceptional dishes and carefully addressing any dietary restrictions or allergies to ensure their satisfaction and safety.

Line Cook

The Cheesecake Factory-Astoria, NY

September 2021 to January 2023

As a Line Cook, my primary responsibility was managing the pasta station, where I prepared the majority of our pasta dishes. My duties included:

- Setting up and stocking the pasta station with necessary ingredients and supplies.
- Ensuring all dishes were prepared and served promptly with exceptional presentation.
- Preparing ingredients and meals from scratch while adhering to company recipes and quality standards.
- Operating and maintaining the pasta station, including properly salting and clean water for cooking.
- Assisting in overall kitchen operations through basic serving tasks and teamwork.
- Upholding strict health and sanitation standards by thoroughly washing and sanitizing equipment and work surfaces.

Busser (Part-time)

Outback Steakhouse-Manhattan, NY

March 2022 to October 2022

I took this position as a part-time job, which provided an excellent opportunity for both personal and professional growth. I am truly grateful for the experience and the skills I developed during this time.

As a Busser, my responsibilities included:

- Clearing and resetting tables promptly to maintain a clean and inviting dining environment.
- Supporting servers by refilling water, delivering food, and assisting with guest requests.
- Ensuring cleanliness in dining and server areas while adhering to strict sanitation standards.
- Restocking supplies, such as utensils, napkins, and condiments, to facilitate smooth operations.

Cook

Ruby Tuesday-New York, NY
February 2017 to May 2020

As a Line Cook, I was responsible for preparing food using the fryer and grill; My duties included:

- Setting up and stocking stations with necessary ingredients and supplies.
- Ensuring food was prepared and served in a timely manner with excellent presentation.
- Preparing ingredients and meals from scratch following company recipes and standards.
- Operating the grill and fryer efficiently.
- Performing basic kitchen serving tasks to support smooth operations.
- Maintaining high health and sanitation standards by washing and sanitizing all equipment and surfaces diligently.

Computer Support Technician

Josue PC Repairs-Santo Domingo
2016 to 2017

- Assembled and configured custom personal computers based on client needs and budget.
- Installed and updated Windows operating systems and drivers.
- Diagnosed and repaired hardware/software issues, including HDD/SSD failures, memory errors, and OS malfunctions.
- Provided one-on-one basic tech support to customers with minimal technical experience.
- Ensured system stability and functionality post-repair using stress testing and routine checks.

Education

Associate in Computer Science

O&M - Santo Domingo, DR

High school or GED equivalent in Computer science

Republica de Paraguay - Santo Domingo, PR
August 2009 to May 2013

Skills

- Food handling
- Restaurant experience
- English
- POS
- Serving

- Cooking
- Kitchen Experience
- Restaurant Experience (5 years)
- Bilingual
- Customer Service (6 years)
- Computer Skills
- Meal Preparation

Links

<http://frandolymateo.me>

Certifications and Licenses

Food handler's certificate

December 2024 to December 2026

TABC Certification

December 2024 to December 2026