

Derek Wong

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EDUCATION

C. T. Bauer College of Business, University of Houston, Houston, Texas

Bachelor of Business Administration in Management Information System, Minor in Psychology

May 2026

- Financed 25% of educational expenses through employment.

EXPERIENCE

Toca Madera Restaurant & Lounge, Houston, TX

June 2024-Present

Server

- Regularly delivered exceptional dining experiences in a high-volume, upscale restaurant to a diverse clientele, including VIPs and high-profile guests.
- Routinely demonstrated expertise in menu knowledge, offering detailed recommendations for food and beverage pairings, upselling whenever possible.

Albi/Fancy's, Houston, TX

November 2023 – May 2024

Fine-Dining Server

- Efficiently learned and articulated new daily specials and seafood options, enticing guests with descriptions and recommendations, boosting interest and sales.
- Consistently maintained excellent table standards and cleanliness with diligence, ensuring an inviting environment.

CIEL Restaurant & Lounge, Houston, TX

March 2023 – November 2023

Festive-Dining Lead Server

- Proactively anticipated guest needs, offering tailored recommendations that resulted in upselling desserts, signature festive cocktails, and bubbles, further boosting nightly revenues.
- Simply cultivated strong guest relationships, leading to an increase in repeat business and positive online reviews, emphasizing the lively and festive atmosphere of the concept.

CIEL Restaurant & Lounge, Houston, TX

November 2022 – March 2023

Festive-Dining Server Assistant

- Attentively solicited feedback from guests, effectively resolved issues, and provided detailed information on unique ingredients and cooking methods.
- Professionally delivered exceptional service to diverse clientele, capitalizing on bilingual skills to cater to international guests and enhance their festive dining experience.

Sushi Masa, Sugar Land, TX

April 2021- July 2022

Server

- Reliably generated \$2,000+ in daily sales for the restaurant by providing exceptional customer service to over 60 guests across ten or more tables nightly.
- Seamlessly managed and communicated concerns between the management and a team of seven servers, ensuring efficient operations and optimal customer experiences.
- Consistently tailored orders to specific requests to maintain elevated levels of customer satisfaction.

ACTIVITIES

Hispanic Business Students Association (HBSA), Club Member, Fall 2022 — Present

- Developed professional and social skills, combined with mentors in mentor groups, and networked with peers, upperclassmen, and alumni for potential internship and experience opportunities.
- Collaborated with purposeful and goal-oriented business majors to further develop character and experience.

Management Information Systems Students Organization (MISSO), Club Member, Fall 2022 — Present

- Attended workshops and seminars hosted by company representatives from multiple industries to gain insight into company goals and future opportunities.
- Utilized mentor mixer events to connect with experienced upper and underclassmen, resulting in gaining new networking partners and colleagues.

INTERESTS & SKILLS

- **Skills:** Fluent in Spanish, TABC and Food Handler Certified (2023), Microsoft Excel, PowerPoint, Office
- **Interests:** Golf, Boulderling, Cooking, Music, Yoga, Personal Health, and Fitness