

LUIS PEREZ

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LANGUAGES

English, Spanish, Portuguese and Italian

WORK HISTORY

Server Lead Pruneyard - Campbell, CA / 09.2017 - Current

- Take orders of hundreds of tables inside Auditoriums using Orderman device.
- Print, close and deliver checks to customers.
- Create tabs and using all features of Aloha point of sale systems.
- Run food and drinks when needed.
- Technical support of all devices.
- Train new servers.
- Improving processes.
- Support Managers and Supervisors.

Strategy Project Engineer / SuiteAmerica Corporate Housing - Santa Clara, CA / 03.2014 – 09.2019

- Identify areas for improvements, root cause and solutions
- Implement new technologies such as automation and RFID/Barcode system to track objects (Keys, electronic devices, product)
- Custom Software Development for inventory count and stock transfer
- Data analysis to discover useful information and aid in business decision making
- Technical support and installation for Cable TV/Internet/Phone. (Comcast self-installs)
- Smart home and home automation installation. (Lamps, Thermostats, smart locks, video cameras)
- IT support
- Visual work and process instruction. (Spanish/English)
- Corporate training videos
- Apartment inspections
- Maintenance technician

Manufacturing Engineer / Product Engineer / YC Cable - Fremont, CA / 01.2010 - 01.2013

- Customer drawings review and acceptance.
- Assembly instruction processing (AutoCAD, Word and Excel).

- Instruction package update (Pick list, Traveler, cut length, crimp heights.).
- First Article review and approval.
- Engineering change request maintenance (ECO, ECR, SCARS).
- Line Balancing.
- Labor time Analysis.
- Failure Analysis.
- Production Support.
- AutoCAD drawings.

Quality Engineer / Manufacturer Engineer / DC Electronics - San Jose, CA / 01.2007 - 01.2010

- Assembly Quality inspection and approval.
- First Article review and acceptance.
- Quality Alerts, Corrective action request (SCARS, CARS).
- ECO processing.
- Manufacturing support.
- Responsible for up to date equipment calibration.
- Tools preventive maintenance database collection.
- IT , Server troubleshooting.
- Poke Yoke.
- 5S setup / training.

Engineering Technical Support*Fiber Optic technician / Volex Inc - Fremont, CA / 01.2000 - 01.2006

- Polishing and testing various connector assemblies.
- Production training on Fiber Optics Telecommunication cables assemblies.
- Software calibration and setup for Fiber Optics Equipment.
- Technical support for Coaxial cable assemblies.
- Data base maintenance.
- Final Product inspection, approval and shippingLean Manufacturing Principles.
- Kaizen.
- Line balancing RF and Fiber.
- Labor time studies.
- Training Videos.
- 5s setup / training.
- Poke Yoke (Mistake Proofing).
- Built Fixtures to hold connectors or cables.
- Step by Step process instruction with detailed pictures.

EDUCATION

Technique No. 12 DE 1 General San Martin School - Av. Del Libertador 238, Buenos Aires., Argentina

Telecommunications/Fiber Optics Training Course - Milano, Italy

Name Luis Perez

Servers Test

Score 23/35

Multiple Choice

- C 1) Food is served on what side with what hand?
☒ a) On the left side with the left hand
☐ b) On the left side with the right hand
☒ c) On the right side with the left hand
☐ d) On the right side with the right hand
- b 2) Drinks are served on what side with what hand?
☒ a) On the left side with the left hand
☒ b) On the left side with the right hand
☐ c) On the right side with the left hand
☐ d) On the right side with the right hand
- d 3) Food and drinks are removed on what side with what hand?
☐ a) On the left side with the left hand
☒ b) On the left side with the right hand
☐ c) On the right side with the left hand
☐ d) On the right side with the right hand
- a 4) What part of a glass should you handle at all times?
☒ a) The stem
☐ b) The widest part of the glass
☐ c) The top
- d 5) When you are setting a dining room how should you set up your tablecloths?
☐ a) Neatly and evenly across the tables
☐ b) The creases should all be going in the same directions
☐ c) The chairs should be centered and gently touching the table cloth
☒ d) All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?
☐ a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
☐ b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
☐ c) Try to convince the guests to eat what you brought them
☒ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

66%

Match the Correct Vocabulary

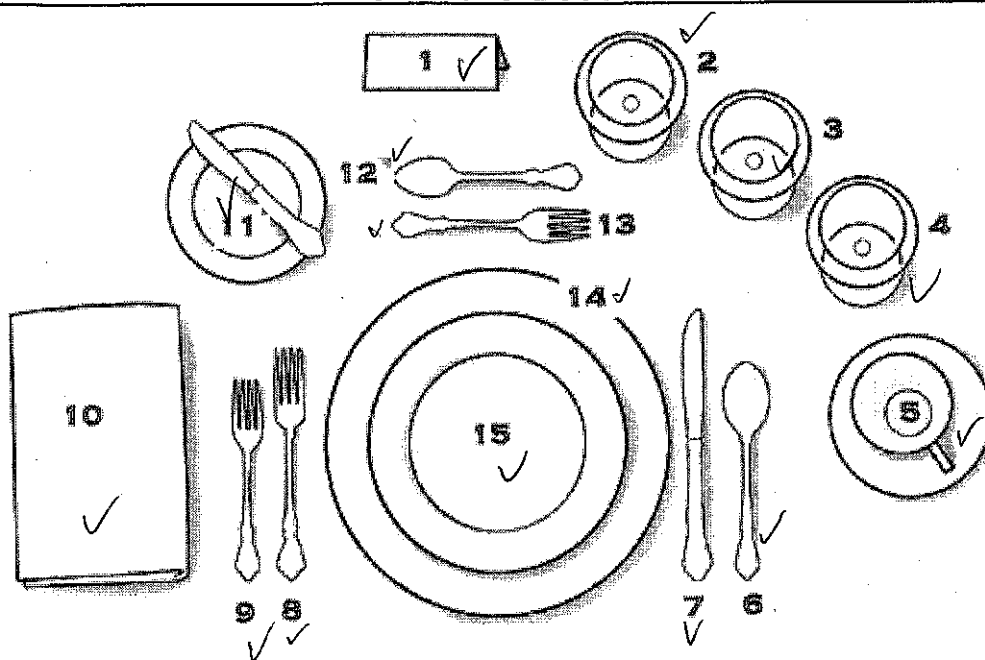
- D C Scullery
E B Queen Mary
A D Chaffing Dish
B G French Passing
G A Russian Service
F Corkscrew
C E Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
 — B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
 — C. Used to hold a large tray on the dining floor
 — D. Area for dirty dishware and glasses
 — E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 — F. Used to open bottles of wine
 — G. Style of dining in which the courses come out one at a time

Name LVR Perez

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>4</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

- The utensils are placed 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR, CREAM, SUGAR SUBSTITUTE
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? TABLE NUMBER
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
LET KITCHEN KNOWS ABOUT ALLERGIES