

Cristian Cruz

CUSTOMER SUCCESS | SOFTWARE ENGINEERING GRADUATE | BILINGUAL ENGLISH-SPANISH

+61 420 339 016 | cristiancamilo.cruz@proton.me | Relocating to Manchester, UK (early 2027) |
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Full right to work in the UK (Partner visa) — no sponsorship required

PROFILE

Customer-focused professional with 10+ years in customer-facing roles, spanning target-driven insurance sales and high-end, high-volume hospitality, managing client relationships, resolving issues in real time and coordinating across teams to deliver a consistent experience. Hands-on user of hospitality SaaS platforms (SevenRooms, Lightspeed, OrderMate). Software Engineering (AI) graduate with a second degree in Communication and native Spanish, bringing together technical understanding, clear communication and service instinct for Customer Success roles.

CORE SKILLS

- **Client Relationship Management:** portfolio management, proactive issue resolution, loyalty and retention building
- **Onboarding & Training:** onboarding and training new team members to full productivity
- **Cross-Functional Collaboration:** coordinating with kitchen, floor, and management teams to keep delivery consistent
- **AI Tools & Automation:** Claude, Claude Code, Make; building AI-assisted workflows to reduce repetitive manual work
- **Technical & Data Literacy:** Python, SQL, React, Supabase, Git/GitHub, Notion
- **Hospitality SaaS:** SevenRooms (reservations and guest CRM), Lightspeed and OrderMate (POS)
- **Problem Solving Under Pressure:** real-time conflict resolution in high-volume, high-stakes environments

PROFESSIONAL EXPERIENCE

Senior Waiter (Casual) — 11 Barrack | 2026 – Current

- Manage guest relationships end-to-end across services of around 150 covers, proactively resolving issues to protect satisfaction and repeat visits.
- Collaborate cross-functionally with kitchen and floor teams to maintain consistent, high-standard service delivery.

Senior Waiter — Woodcut | 2025

- Managed complex service sections in a venue serving around 250 covers, coordinating with kitchen and sommelier teams to maintain seamless service flow.
- Delivered premium, detail-oriented service in a high-volume luxury environment, tailoring recommendations to individual guest preferences.

Dining Room Server (Casual) — The Gidley | 2021 – Current

- Member of the venue's Culture Group, designing strategies to improve communication between staff.
- Supported communication initiatives across the wider restaurant group, including Bistecca, The Rover and Alfie's.
- Supported onboarding and training of new staff.

Restaurant Manager — Bayti Restaurant | 2019 – 2020

- Owned daily service operations and quality control, improving customer feedback scores and repeat visitation.

- Built and executed staff performance strategies, proactively resolving operational issues before they affected guests.

Function Team Manager — Aqua Luna Dining | 2017 – 2019

- Led end-to-end execution of high-standard client functions, managing shifts of up to 15 staff.
- Recruited and onboarded staff and coordinated rosters for a team of 25, balancing service quality against budget.

Junior Writer (Internship) — RCN Televisión, Colombia | 2017

- Wrote and published news content for the channel's website as part of the digital newsroom team.

Insurance Sales Advisor — Asaru Seguros, Colombia | 2015 – 2016

- Sold car and truck insurance across multiple insurers, meeting the monthly sales target every month.

TECHNICAL PROJECT

Photography Portfolio Website

- Built and deployed a full-stack portfolio website with an admin panel, using React, Vite, Tailwind CSS, Supabase and Vercel.

EDUCATION & LANGUAGES

- **Bachelor of Software Engineering (AI)** — Torrens University, Sydney | 2025
- **Bachelor's Degree in Communication** — Unipanamericana Compensar, Colombia | 2024

Languages: Spanish (native) | English (fluent)