

Daniel D'Jesus

San Francisco Bay Area, CA | ddjesuse94@gmail.com | linkedin.com/in/daniel-d-jesus-347358133/

RESTAURANT TECHNOLOGY | CUSTOMER ONBOARDING | PRODUCT SUPPORT | AI WORKFLOWS

PROFESSIONAL SUMMARY

Customer-facing hospitality professional with extensive fine-dining experience, building practical AI workflows and an early-stage restaurant-tech product. Experienced translating frontline restaurant problems into product requirements, explaining complex options clearly, coordinating under pressure, and guiding customer decisions. Hands-on with AI agent workflows, knowledge systems, product discovery, and AI-assisted prototyping. Targeting customer onboarding, implementation support, product support, product specialist, and consultative restaurant-technology roles.

SELECTED PROJECTS

- Founder / Product & GTM Lead** | LINE | San Francisco, CA Jan 2026 - Present
- Co-building an early-stage restaurant technology prototype designed to give staff clearer menu, allergen, guest, and operational context at the point of decision.
 - Mapped real restaurant workflows through operator and manager conversations, translating service, training, scheduling, and guest-experience problems into product requirements, demos, and positioning.
 - Built and iterated customer-facing prototypes and information structures with AI-assisted development workflows while collaborating with an engineer on product and backend implementation.
- AI Workflow Builder** | Hermes / Personal AI Operations System | Remote Jan 2026 - Present
- Built a working AI workflow environment centered on Hermes, Obsidian, and Codex that moves from captured ideas and research to context, plans, implementation tasks, and preserved project memory.
 - Uses agents for research synthesis, specifications, task breakdown, coding handoffs, career/application preparation, and project documentation, with human review before consequential actions.
 - Designed the workflow around a repeatable loop: input -> memory -> context -> priority -> action, reducing the need to reconstruct project state when switching between initiatives.

SELECTED HOSPITALITY EXPERIENCE

- Server / Customer-Facing Sales Professional** | EPIC Steak | San Francisco, CA Sept 2025 - Present
- Server / Customer-Facing Sales Professional** | La Mar Cebicheria Peruana | San Francisco, CA Feb 2023 - Jul 2025
- Server / Customer-Facing Sales Professional** | Bon Delire | San Francisco, CA Jan 2025 - Sept 2025
- Deliver high-touch service and consultative recommendations in fast-paced fine-dining environments, balancing multiple guest needs, timing constraints, and team dependencies under pressure.
 - Communicate across guests, managers, kitchen/bar teams, and POS workflows; resolve issues calmly, explain tradeoffs clearly, and escalate when appropriate.
 - Use deep menu and product knowledge to guide purchasing decisions, handle objections, build trust, and communicate in both English and Spanish.

CORE STRENGTHS & TOOLS

Core strengths: Customer communication, consultative selling, customer discovery, workflow mapping, documentation, high-pressure problem solving, cross-functional coordination, bilingual English/Spanish.

AI & product tools: Hermes, Obsidian, Codex, ChatGPT, Claude, local LLMs, AI agent workflows, Strapi, AI-assisted prototyping, APIs/JSON fundamentals, CRM fundamentals.

EDUCATION

Cañada College | Associate Degree in Interdisciplinary Studies, Social & Behavioral Sciences | 2017