

HUGO CARLOS JERIA STRAUSS

Hospitality Operations | Food Science | AI & Knowledge Systems | Customer Experience | Process Improvement

Concepción, Biobío, Chile

LinkedIn: [linkedin.com/in/hugo-jeria-strauss-2ba154301](https://www.linkedin.com/in/hugo-jeria-strauss-2ba154301)

Portfolio: <https://www.abstractlabsai.com>

PROFESSIONAL SUMMARY

Multidisciplinary hospitality and gastronomy professional with more than 15 years of experience across restaurant operations, beverage service, customer experience, sales, and hospitality environments.

Combines practical industry experience with structured knowledge in food science, beverage systems, process improvement, digital marketing, and artificial intelligence. Creator of a comprehensive Professional Knowledge Repository (PKR) documenting more than 50 specialized domains in gastronomy, hospitality, food science, and AI-assisted knowledge management.

Recognized for systems thinking, analytical problem solving, rapid learning, and the ability to transform operational knowledge into structured documentation and scalable processes. Interested in opportunities involving hospitality operations, food domain expertise, customer experience, AI evaluation, knowledge management, and digital transformation.

CORE COMPETENCIES

Hospitality & Operations

- Restaurant Operations
- Hospitality Management
- Customer Experience
- Food & Beverage Service
- Process Improvement
- Workflow Optimization
- Quality Standards
- Operational Analysis

Food Science & Culinary

- Food Science

- Recipe Development
- Sensory Evaluation
- Beverage Development
- Menu Engineering
- Fermentation
- Food Safety
- Ingredient Functionality

Artificial Intelligence & Knowledge

- AI Evaluation
- Prompt Engineering
- Knowledge Management
- Structured Documentation
- AI-Assisted Workflows
- Process Documentation

Professional Skills

- Problem Solving
- Communication
- Systems Thinking
- Adaptability
- Continuous Learning
- Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Concierge / Customer Service Representative

Condominio Alto Los Sauces | 2025 – 2026

- Managed resident communications and daily service requests in a residential community.
- Coordinated operational follow-up and administrative tasks.
- Resolved service issues through effective communication and problem-solving.
- Maintained high standards of customer service and operational organization.

Bartender

Productora de Eventos Atípica | 2024

- Executed high-volume beverage service for commercial events.
 - Prepared cocktails while maintaining consistency and quality standards.
 - Optimized bar workflow during peak service periods.
 - Delivered professional customer service in fast-paced environments.
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Waiter / Hospitality Service Professional

La Taquería | 2023 – 2024

- Delivered high-quality customer service in a dynamic restaurant environment.
 - Coordinated communication between kitchen and front-of-house teams.
 - Resolved customer requests efficiently while maintaining service standards.
 - Supported smooth restaurant operations during high-demand service.
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Waiter / Wine Advisor

Bistro El Franchute | 2022 – 2023

- Advised guests on wine selection and food pairing.
 - Delivered personalized hospitality experiences through product knowledge.
 - Supported premium dining service and customer satisfaction.
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Administrator / Sales Associate

La Tiendita Americana | 2019 – 2021

- Managed customer service, sales activities, and daily operations.
 - Organized inventory and administrative processes.
 - Supported commercial operations and client relationships.
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Host / Receptionist / Bartender

Bar Antares (Argentina) | 2015 – 2018

- Welcomed guests and coordinated front-of-house operations.
 - Supported beverage preparation and bar service.
 - Developed strong communication and hospitality skills in a high-volume environment.
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EDUCATION & CERTIFICATIONS

Professional Culinary Technician

Instituto Gastronómico Internacional (IGA), Argentina

2017 – 2018

Technical Degree in Collective Food Services

Liceo Polivalente María Behety de Menéndez, Chile

2010

International Bartender Certification

Instituto Nacional del Cóctel (INC)

Specialization in Mixology & Working Flair

2023

Sommelier Training

Instituto Gastronómico Internacional (IGA)

2018

Google Digital Marketing & E-commerce Certificate

Google / Coursera

2024

Gastronomic Marketing

Wekook Academy

2024

Artisanal Beer Production

Fundación Biosfera

2017

Organic Cultivation

ONG CETSUR

2021

PROFESSIONAL PROJECTS

Professional Knowledge Repository (PKR)

Designed and developed a structured knowledge management system integrating more than 50 documented modules covering gastronomy, food science, hospitality operations, beverage systems, artificial intelligence, and process improvement. The repository demonstrates expertise in documentation, knowledge architecture, and interdisciplinary learning.

TECHNICAL SKILLS

Artificial Intelligence

ChatGPT • Claude • Prompt Engineering • AI Evaluation • AI-Assisted Workflows

Productivity

Google Workspace • Microsoft Office • Obsidian • Notion • Trello • Canva

Collaboration

Slack • Microsoft Teams • Zoom • Discord

LANGUAGES

Spanish — Native

English — A2 (Elementary, actively improving)

AVAILABILITY

Available for:

- Remote Opportunities
- Hospitality Operations
- Food & Beverage Projects
- AI Evaluation
- Customer Experience
- Knowledge Management

- Consulting & Project-Based Work