



# MICHAELA ESERJOSE

Business Manager

## PROFILE

- A professional with a Bachelor Degree in International Business and Economics
- Possess more than eight years relevant work experience in the areas of financial analysis, business operations and retail management
- Strong understanding and experience financial statement analysis
- Knowledge in food handling and food safety
- Knowledge in providing real estate trend analysis with regard to price, product development and strategies
- Strong attention to detail, impeccable organizational skill and well developed analytical and problem solving skills
- Ability to work under pressure and meet tight deadlines
- Excellent written and verbal communication skills
- Possess a customer service orientation
- Proficient in the use of Microsoft Excel, Word
- Ability to adjust quickly and effectively to new situations and demands

## CONTACT

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## PROFESSIONAL EXPERIENCE

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### **SUNNIES CAFÉ – Restaurant Manager**

October 2018 – May 2019

- Oversee restaurant's efficient operations by providing quality food and service and maintaining store's revenue and profitability by keeping the food, beverage and labor expenses at cost
- Executed full cycle staffing process, trained new employees and coached employees daily to increase customer satisfaction, created contests/promotions to motivate employees and increase revenue

### **POF MARKET & MARKET INC. – Operations Manager**

April 2010- August 2018

- Primarily focused on the overall operations of the store, from financial aspects to staffing requirements
- Evaluated the financial aspects of company's products by using sales forecasting in order to control business operations effectively. And to ensure the profitability of the company's products
- Examined accounting reports to maintain expenditure controls
- Coordinates and reports to top management to evaluate store's performance with established standards and taking corrective actions when necessary

### **VANMICK'S GRILL HOUSE – Kitchen Manager (Part-Owner)**

September 2008- March 2010

- Monitors and supervises kitchen employees to make sure food is prepared and produced at the right quality and in efficient manner
- Menu planning, costing and pricing

### **FILINVEST LAND INCORPORATED – Business Development Assistant, Corte Bella North**

July 2006- September 2008

- Responsible for providing latest statistics and information on real estate trends, price analysis, product development strategies, assessment of competing products and other pertinent information

## EDUCATIONAL & PROFESSIONAL CREDENTIALS

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### **Assumption College, Makati City**

March 2016, Bachelor of Science in Commerce

GPA: 1.6 Graduate with Distinction

- Dean's List: 2<sup>nd</sup> Honor (2003-2004)
- Dean's List: 3<sup>rd</sup> Honor (2002-2003)

Reference available upon request

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