

VIVIAN A. MALVAR

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CAREER OBJECTIVE

To apply the knowledge and skills I learned to the best of my ability and to develop my career in line with the company's vision.

WORK EXPERIENCE

CLINIC MANAGER

JAMILA Aesthetics Beauty & Fashion Hub

July 29, 2019 – present

Duties and Responsibilities

- In charge of the day to day operations of facility and human resources functions, including scheduling, timekeeping, payroll, compliance, recruitment and training.
- Managing front office and clinical staff.
- Marketing the facility's services to the general public.
- Identifying opportunities for strategic growth and implementing them.
- Ensuring regulatory compliance and patient satisfaction
- Counseling patients about treatment, payment, and recovery options.
- Coordinate open houses and events.
- Communicate orally and in writing with employers and clinic staff about Aesthetic, contracts, protocols, regulations, promotions where applicable.
- Develop and maintain records, logs, files, inventory systems.

RESTAURANT SUPERVISOR

Mama Lou's Group Holdings, Inc.

June 8, 2017 – July 28, 2019

Duties and Responsibilities

- Oversee all front and back of the house restaurant operations
- Oversee health code compliance and sanitation standards
- Responsible for providing nourishing food to guests under sanitary condition as directed and in accordance with established policies and procedures.
- Oversee all of the issues pertaining to a patron's dining experience, such as quality control, staff management, inventory, health and safety regulations and customer service.
- Responsible for resolving customer complaints regarding food quality and service.
- Analyze staff evaluations and feedback to improve the customer's experience
- Responsible for scheduling, timekeeping and managing employees, as well as overseeing inventory, including food and beverages, supplies and other restaurant equipment.
- Ensure that all standards and cash handling procedures are met.

- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
- Generate weekly, monthly, and annual reports

ONLINE BUSINESS OWNER (*BAKER*)

Sweetie Vian Cakes and Cupcakes

July 5, 2010 - present

Duties and Responsibilities

- I bake, design and deliver custom fondant cakes and cupcakes for a delivery or pick-up online bakeshop that I own.
- I hand-draw and custom fondant cake designs like cartoon characters, naked cakes and cupcakes with chocolate ganache, strawberry or vanilla buttercream so everything actually tastes good.
- Ensure freshness of all bakery items and food in a bakery/kitchen.
- Ensure cleanliness and hygiene in the bakery/kitchen premises.
- Great customer service and provide quality personalized service.
- Maintain and control inventory of baked items.
- Replenish food items according to the customers demand and needs.
- Ensure that bakery items are baked or cooked according to the customers' tastes and needs.
- Ensure that nutritional values are not lost in baking, processing or cooking items.
- Ensure deliciousness in baked items to attract customers.
- Ensure compliance of all food processing laws and regulations.

SERVICE CREW

McDonald's UAE - Emirates Fast Food LLC

Aug. 14, 2007 - October 7, 2008

Duties and Responsibilities

- Work in the kitchen preparing food and at the front counter helping customers through the ordering process.
- Team member job duties include operating a cash register / POS, running the drive-thru, cooking Big Macs and other menu items, cleaning the restaurant, and completing other assigned tasks.
- Making fresh coffee, replenishing supplies and condiments, maintaining inventory.

HUMAN RESOURCES COORDINATOR

Jeannie's Touch Products & Services Inc.

February 2, 2007 - August 11, 2007

Duties and Responsibilities

- In-charge in dispatch recruitment.
- Prepare and issue DA (Disciplinary Action), violations and suspension to our employees.
- In charge of uniform and locker issuance. Responsible for processing of clearances.
- Support and assist the recruitment staff in all aspects of office operation including applicants sourcing, document preparation, monitoring and follow up of applicant's document requirements.
- Responsible for processing of qualifying prospective applicants for deployment.
- Assists with processing of terminations.
- Assists with the recruitment and interview process.
- Makes photocopies; mails, scans and emails documents; and performs other clerical functions.
- Files documents into appropriate employee files.
- Prepares new employee files.

HUMAN RESOURCES ASSISTANT

JRS Business Corporation

June 2, 2003 - December 19, 2005

Duties and Responsibilities

- With experience in various facets like recruitment and organizational development.
- Compensation and benefits administration, labor relations, employee relations, performance appraisal.
- Adept in implementing and monitoring company policies and code of discipline.
- Responsible in systemic administration, safe keep, upkeep and organizing of the filing system.
- Develop and implement company policies and assist other departments on the implementation of policies.
- Recruit employees by advertising job openings and or calling applicants.
- Conduct hiring processes to the applicants such as interview, examination and job orientation.
- Laying out the rules, scope of work and job description to successful applicants.
- Communicate with employees regarding their inquiries about salary, workloads, work problems, company rules, and other concerns.
- Communicate with other department officers regarding recruitment process, regularization of staff and other important matters.
- Encoding and keeping background information of the employees.
- Attend and facilitate job fairs.

CUSTOMER SERVICE ASSISTANT

SM Bicutan - Mandurriao Star Inc.

November 7, 2002 - May 7, 2003

Duties and Responsibilities

- Provides efficient and competent customer service in facilitating and resolving queries, requests, complaints and sales functions.
- Responsible for cashiering operations and cash transactions.
- Processing of payments (bills payments, show-tickets, prepaid cards and gift checks/cards); receipts and other monetary transactions.
- Listen and respond to customer's needs and concerns.
- Provide information about products and services.
- Take orders, determine charges, and oversee billing or payments.
- Review or make changes to customer accounts.
- Handle returns or complaints.
- Record details of customer contacts and actions taken.
- Research answers or solutions as needed.

SERVICE CREW TEAM MEMBER

Kentucky Fried Chicken

May 25, 2000 - November 25, 2000

Duties and Responsibilities

- Serving customers and preparing food.
- Customer service responsibilities include greeting customers, taking orders, and completing customer transactions on the cash register / POS.
- Food preparation duties include preparing menu items and assembling orders.
- Maintain a clean and organized work area and a presentable store environment.

PERSONAL SKILLS

- Building relationships
- High energy levels
- Proactive and Organized
- Compassionate and Independent

AREAS OF EXPERTISE

- HR Administration and people management
- Recruitment and Employee Relations
- Database maintenance and Secretarial duties
- Cashiering and Customer Service

EDUCATION BACKGROUND

➤ **Magsaysay Center for Hospitality and Culinary Arts Inc. Manila**

October 6, 2020

CELPIP – General Test Results

Listening 7

Reading 6

Writing 8

Speaking 6

➤ **Pinoy Wish Training Center Inc.**

TESDA : Caregiving NC II

February 26, 2021 - August 26, 2021

➤ **Asian Entrepreneurs Technological Institute**

TESDA : Training for Work Scholarship Program (TWSP)

WEB DEVELOPMENT

December 8, 2020 - January 2, 2021

➤ **TESDA : Technical Education and Skills Development Authority**

Practicing COVID -19 Preventive Measures in the Workplace

December 3, 2020

➤ **University of Perpetual Help System Laguna**

Bachelor of Science degree in **PSYCHOLOGY**

June 1998 - April 2002

➤ **Colegio de San Pedro Science High School (Secondary)**

June 1994 - March 1998

➤ **Pacita Elementary School (Primary)**

June 1988 - March 1994

TRAININGS AND SEMINARS ATTENDED

➤ **New DOLE Department Order DO 224-21:**

Guidelines on ventilation on workplaces and public transport to prevent and control the spread of COVID-19

HR Management & Business Solutions Inc.

March 12, 2021

➤ **Rapid Culture Change: The Bruce Lee Way Webinar**

December 4, 2020

- **Assert Management Consultancy Services**
ISO 22000:2018 Food Safety Management System Awareness Course
 November 21, 2020

- **Food Safety Management System Programs**
 Assert Management Consultancy Services
 November 21, 2020

- **DepEd : FoodSHAP Basic Food Safety Training**
 Mama Lou's Italian Kitchen, Las Piñas
 February 21, 2019

- **The Complete Cake Business Tutorial** (How to start a Cake business)
 All About Cake, Quezon City
 November 4, 2020

- **The Complete Milk Tea Tutorial** (How to make Milk Tea business)
 Quezon City
 November 7, 2020

- **Philippine Overseas Employment Administration**
PEOS : Pre-Employment Orientation Seminar
NO 01239797
 March 12, 2019

PERSONAL BACKGROUND

Sex : Female
 Date of Birth : August 16, 1981
 Place of Birth : Catbalogan, Samar
 Citizenship : Filipino
 Passport No. : **P1019403B** Date of Issue: **March 12, 2019** Expiry Date: **March 11, 2029**
 Religion : Roman Catholic
 Height : 5'3"
 Weight : 120 lbs
 Civil Status : Married

REFERENCES

ROSEMARY S. ANTINERO
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