

Mark Chester Alfonso Marfa

650 Sitio Balon Barangay Natatas
Tanauan City, Batangas, Philippines
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WORK EXPERIENCE:

Position: Restaurant Shift Manager

Company: Golden Arches Development Corporation

Address: 16th Floor Citibank Building, Paseo de Roxas, Makati City

Date: December 1, 2018 – up to present

Job Description/Duties and Responsibilities:

- Responsible for overseeing business operations (QSCV), delegating tasks to team members and resolving problems that occur on their shift.
- Assigning team members with tasks to be completed each shift
- Setting performance metrics for team members and work with team members to ensure all metrics are met
- Properly resolving problems and troubleshooting issues as they arise without the direction of management
- Reporting to the assistant or general manager and meeting with management to review goals and metrics
- Maintaining a work environment that meets company, state and federal safety and employment guidelines

Position: Manager Trainee

Company: Golden Arches Development Corporation

Address: 16th Floor Citibank Building, Paseo de Roxas, Makati City

Date: June 5, 2018 – November 30, 2018

Job Description/Duties and Responsibilities:

- Completing all assigned tasks and assisting with day-to-day operations
- Participating in meetings, workshops, and other learning opportunities.
- Observing and learning from experienced staff members and gaining knowledge of company policies, protocols, and processes.
- Fulfilling any requirements and meeting goals set out at the start of the traineeship.
- Following all company regulations, and health and safety codes.
- Learning about conflict resolution and sitting in on disciplinary hearings.
- Learning how to handle area of management such as production, service, delivery, drive thru and other segment of the restaurant

EDUCATIONAL BACKGROUND:

College	Year [From] – [To]
School: Polytechnic University of the Philippines Course: Bachelor of Science in Entrepreneurship Address: Sto. Tomas, Batangas, Philippines	2014 - 2018
Secondary School: Natatas National High School Address: Natatas, Tanauan City, Batangas	2010 - 2014
Elementary School: Tanauan North Central School Address: Poblacion IV, Tanauan City, Batangas	2004 - 2010

TRAINING AND SEMINARS ATTENDED:

Title: Customer Experience and Food Quality Management Course
Award: Class Archie and Dean's List
Training Center: Carlos Palanca Street, Makati City
Duration: November 18-22, 2019

Title: Introduction to Department Management Course
Award: Class Archie and Dean's List
Training Center: Carlos Palanca Street, Makati City
Duration: June 24-28, 2019

Title: Shift Management Excellence Course
Award: Dean's List
Training Center: Carlos Palanca Street, Makati City
Duration: November 20-23, 2018

Title: Cyber Ethics of Business Social Media
Training Center: Polytechnic University of the Philippines
Duration: February 20, 2018

Title: Technopreneurship: Innovating Business through technology
Training Center: Polytechnic University of the Philippines
Duration: December 15, 2018

Title: 10th Entrepreneurship Forum: Business Intelligence, Technology and Management
Training Center: FAITH CAMPUS
Duration: December 4, 2015

CERTIFICATION:

Title: Events Management Services– National Certification III

Training: Technical Education and Skills Development Authority (TESDA)

SKILLS:

- Customer Driven
 - Interpersonal Skills
 - Microsoft Skills
 - Good Communicator
 - Time Management
 - Strategic Thinking
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PERSONAL INFORMATION:

Permanent Address : 650 Sitio Balon Barangay, Natatas, Tanauan City, Batangas

Birthdate : October 10, 1997

Birth Place : Fernando Air Base, Lipa City, Batangas

Height : 5'7 ft.

Weight : 140 lbs.

Sex : Male

Civil Status : Single

Religion : Roman Catholic

Nationality : Filipino

Father: Lusendo Macahia Marfa

Mother: Edna Alfonso Marfa

CHARACTER REFERENCE:**Jennifer E. Lapitan**

Restaurant General Manager

McDonald's Sto. Tomas

+639989724383

Richard A. Acala

Restaurant General Manager

McDonald's Tanauan

+639618246645

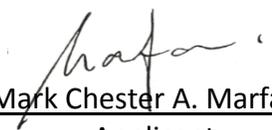
Dr. Concepcion R. Sumadsad

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I hereby certify that the listed information above is true and correct to the best of my knowledge and beliefs.


Mark Chester A. Marfa
Applicant