



**Elementary****Year [From] - [To]**

School: Up South School

Address: Goodwill 2 Sucat Parañaque Cory Philippines. 2002-2006

School: Saint Rita College

2006-2009

Address: St. Rita Village Dr. A Santos Ave. Sucat, Parañaque City, Manila Philippines

**Secondary**

School: Ranon Pascual Institute

2009-2013

Address: St. Rita Village Dr. A. Santos Ave. Sucat, Parañaque City, Manila Philippines

**College**

Course: Hotel and Restaurant Management

2013 - 2018

School: University of Santo Tomas

Address: España Manila, Philippines

Cum Laude – 1.641 GWA

**EMPLOYMENT HISTORY**

Position: Manager Trainee

Company: Golden Arches Development Corporation

Address: McDonald's Kabigasnan cor. Medina St. San Dionisio Parañaque City

Date: Nov 5, 2018 – April 30, 2019

Position: Shift Manager

Company: Golden Arches Development Corporation

Address: McDonald's Kabigasnan cor. Medina St. San Dionisio Parañaque City

Date: May 1, 2019 – May 21, 2021

Position: Assistant Department Manager

Company: Golden Arches Development Corporation

Address: McDonald's Kabigasnan cor. Medina St. San Dionisio Parañaque City

Date: June 1, 2021 – Up to Present

**Job Description / Duties and Responsibilities:**

- Provided leadership, oriented directions to all crew members to engage and improve skills of management during the running shift
- Cascades targets to team every shift and helps in achieving those targets through teamwork
- Assigns all crew members to each station to ensure a smooth, efficient, and profitable shift.
- Trains and retrains crew members to various stations to ensure standard operating procedures are always followed
- Assists external as well as internal customers' needs.
- Welcomes and provides customers' needs and wants to ensure a high level of customer satisfaction
- Contributes to store goals for increasing sales and improving profits by assisting store manager with accounting and budget responsibility

- Records and verifies daily sales amounts; handles deposits to the bank and sends reports to the corporate
- Enters crew hours on the payroll system based on given schedule.
- Does crew scheduling based on sales projections and guest counts.
- Assists People Department Manager in cascading and implementing store policies and People minimums organization.

#### Systems handled

- Payroll system
- Scheduling system
- People Practices and Hiring

<b>TRAININGS / SEMINARS ATTENDED</b>
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Training Center: McDonald's Training and Development Center (Virtual Class)  
 Duration: Sept 1, 2020 – Sept 4, 2020  
 Address: McDonald's Kabisasnan cor. Medina St. San Dionisio Parañaque City Philippines  
 Title: Customer Experience and Food Quality Class

Training Center: McDonald's Training and Development Center  
 Duration: October 14, 2019 – October 18, 2019  
 Address: F&M Lobby Bldg. C. Palanca St. Makati City Philippines  
 Title: Introduction to Department Management Class  
 Awards achieved: Dean's lister, Class Archie /

Training Center: McDonald's Training and Development Center  
 Duration: April 1, 2019 – April 5, 2020  
 Address: F&M Lobby Bldg. C. Palanca St. Makati City Philippines  
 Title: Shift Management Excellence Class  
 Awards achieved: Dean's lister

Training Center: McDonald's Training and Development Center  
 Duration: April 1, 2020  
 Address: F&M Lobby Bldg. C. Palanca St. Makati City Philippines  
 Title: Food Safety Class

Training Center: McDonald's Training and Development Center  
 Duration: February 22, 2019  
 Address: F&M Lobby Bldg. C. Palanca St. Makati City Philippines  
 Title: Basic People and First Aid Class

Training Center: Buenaentura Garcia Paredes O.P. Bldg  
 Duration: December 1, 2017  
 Address: University of Santo Tomas España, Manila  
 Title: B.A.R.A.C.O: Brewing Aromas, Roasting Arts and Cupping Outcomes in the Coffee Industry

Training Center: Buenaventura Garcia Paredes O.P Bldg  
Duration: December 2017  
Address University of Santo Tomas España, Manila  
Title: Agyaman: Title: Agyaman: Pagbibigay pugay sa Yamang Kulinarya ng Perlas ng Silangan

Training Center: Royal Caribbean, Mariner of the Seas Cruiseline  
Duration: November 27, 2016 – December 1, 2016  
Address: Mariner of the Seas, Royal Caribbean Cruise Line  
Title: International Tour Immersion Program, 4-Night Port Klang and Phuket Ship Familiarization

Training Center: Albertus Magnus Building  
Duration September 2015  
Address University of Santo Tomas España, Manila  
Title: Butchery, Meat Cutting with Meat Processing Seminar

### **SPECIAL SKILLS / INTERESTS**

- Solid understanding of guest relations and customer service within the Hotel and Restaurant Industry
- Creative thinker who enjoys coming up with new and different ideas
- Able to multi-task and work under pressure
- Focused and Attentive to detail
- Computer: Can navigate major computer applications such as MSWord, MS PowerPoint, and MS Excel
- Leadership: Leads team on providing high quality of customer satisfaction  
Constantly led and worked in group projects and activities
- Communication: Good interpersonal and social skills; Good verbal and written communication skills
- Teamwork: Ability to work effectively in a team setting; Able to motivate team members to greater success
- Language: Well versed in verbal and written Filipino and English language; basic speaking, reading, and writing skills in French
- Cooking: Able to prepare any Filipino dish and other cuisine including American and Italian dishes
- Driving

### **CHARACTER REFERENCES**

April Alzate  
Restaurant General Manager  
McDonald's Kabihasanan  
Email address: april.alzate@mcd.com.ph

Jennifer Montes  
Customer Experience Department Manager  
McDonald's Kabihasanan

Email address: [jennifer.montes@mcd.com.ph](mailto:jennifer.montes@mcd.com.ph)

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Applicant's Signature