

# JAMIE BERNADETTE S. DIAMZON

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PASSPORT NO: P7288473B/ EXPIRY DATE: JULY 27,2031



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## PERSONAL STATEMENT

Result-oriented, intelligent, organized, and motivated individual with 5 years of customer experience in the food service industry. As a Manager, I am competent at serving customers, ensuring excellent quality, service, cleanliness, value and safety contributing to a warm and welcoming atmosphere. I am looking for a full-time position in a dynamic restaurant environment and I am flexible as to hours.

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## WORK HISTORY

**People Development Manager (1<sup>st</sup> Assistant Manager)** January 1, 2020 – up to present  
Golden Arches Development Corporation,  
McDonald's Quirino Branch January 1, 2020 - February 28, 2021  
McDonald's Cartimar Branch March 1, 2021- up to present

- I am responsible in administering the People Systems within the restaurant. This role also includes management scheduling, recruitment, and training to assist with the driving of success at the restaurant.
- Determines restaurant labor needs, budgets and ensures labor control are completed hourly and within projections. Completes weekly crew schedules and conducts weekly and monthly labor analysis.
- Determines restaurant training needs, ensure complete of training of crew.

**Quality Assurance Partner** March 17, 2018 – up to present  
Golden Arches Development Corporation, Restaurant Operations Group

- Ensure strict compliance of Global Food Safety Standards and Policies inside the restaurant. I must accomplish Food Safety Audit to other stores assigned to me quarterly.
- I am responsible for maintaining string overall quality control of products made by the company adhering to reliability, performance and customer expectation.

**Customer Experience Manager** February 1, 2019 – December 31, 2019  
Golden Arches Development Corporation, McDonald's Quirino Branch

- I am responsible for leading a team of Crew and Managers to deliver an exceptional customer service experience to our customers. It requires handling business extensions such as Mcdelivery, Dessert Kiosk and Food Aggregators (Food Panda and Grab).
- Engage with customers and handle customer complaints effectively.
- Track, audit and verify all cash reports.

**Second Assistant Manager**

August 16, 2016 – January 31, 2019

Golden Arches Development Corporation, McDonald's Quirino Branch

- Manages people, product and equipment to execute outstanding Quality, Service, Cleanliness and Value on assigned shift to deliver optimum business results. Properly executes, enforce Standard Operating procedures inside the restaurant.
- Controls assigned Profit and Loss items such as food cost, waste and cash while managing the shifts.
- Completes assigned daily paperwork and reports.

**Manager Trainee**

March 21, 2016- August 15, 2016

Golden Arches Development Corporation

**Sales Coordinator – reliever only**

February 6-29, 2016

Chroma Hospitality

Transorient Manpower Agency

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**EDUCATION****Bachelor of Science in Business Administration Major in Marketing Management**

S.Y' 2007-2010 2nd year – 4th year 1st semester

December 2015 4th year 2nd semester

University of the East Manila Campus

Claro M. Recto Sampaloc Manila

**Bachelor of Science Major in Nursing**

1st year 2004-2005

Saint Paul University Manila

Pedro Gil St. Malate Manila

**High School Diploma**

June 2000- March 2004

Paco Catholic School

1521 Paco Paz St. Paco Manila

**Elementary Diploma**

June 1994- March 2000

ICCS Don Bosco

Sta Cruz, Laguna

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## SEMINARS AND TRAININGS ATTENDED

**Virtual Occupational Safety and Health Class for Safety Managers** –September 2,2020/Mcdonalds  
**Online Pollution Control Officer Training** – September 7-11,2020/ Online DENR-EMB  
**People Practices Class III** – January 6,2020 / McDonald's Training Center  
**Feel Good Moments Workshop** – October 2019 / McDonald's Training Center  
**Quality Assurance Partners' Training** – September 27-28,2017 / McDonald's Training Center  
**Effective Management Practices Course** – September 4-8,2017 / McDonald's Training Center  
**Sales and Marketing Class** – August 3,2017/ McDonald's Training Center  
**Advance Shift Management Course** – February 28- March 3,2017 / McDonald's Training Center  
**Shift Management Excellence Course** – August 2-5, 2016 / McDonald's Training Center  
**Food Safety Course** – August 1, 2016 / McDonald's Training Center  
**Basic People Class** – May 25, 2016 / McDonald's Training Center

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## ACHIEVEMENTS

**2018 Assistant Manager Challenge**  
**Instore and Patch Level Service Manager Champion**  
**Finalist in Market Level**  
Mcdonald's Philippines

**Gold Hat, Golden Crane, Class Archie and Dean's lists Awardee**  
Mcdonald's Philippines Trainings and Classes

**Manager of the Month**  
November 2016  
Mcdonald's Quirino Branch

**Academic Excellence**  
S.Y. 2007-2008  
University of the East Manila

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## SKILLS

**Proficient in MS Office**  
**Competent in speaking and writing in English**  
**Excellent customer service** – acquired through almost 4 years of customer-facing experience.  
**Safety consciousness and awareness** – having received health & safety training.  
**Attention to detail** – having been responsible for excellent customer service at McDonalds which meant understanding each customer's individual needs.  
**Leadership** – having worked effectively in a team and strategically delegate task to them.

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## REFERENCES

GERELYN J. TIAMSON, RESTAURANT GENERAL MANAGER  
GOLDEN ARCHES DEVELOPMENT CORPORATION / MCDONALD'S QUIRINO / +63998-9722939

SHERWIN MARC IAN RADAZA, RESTAURANT GENERAL MANAGER  
GOLDEN ARCHES DEVELOPMENT CORPORATION / MCDONALD'S CARTIMAR / +63908-8983465