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Nationality: Filipino

Passport #: P6905987B

Visa Type: - Service Sector / Working Visa

Date of Birth: 08 Oct 1980



Educational Background**AIRLINK INTERNATIONAL AVIATION SCHOOL****3rd Year Aircraft Maintenance Technology**

1998-2001

Pasay City, Philippines

MANUAL ROXAS HIGHSCHOOL

Quezon City, Philippines

Secondary Level

1993-1998

ST. JAMES SCHOOL

Quezon City, Philippines

Primary Level

1988-1993

Work Experiences**1. Ed.Ju Omakase & Lounge**

DC Mall Damansara City, Malaysia

July 2017 – Present

Restaurant Manager

- Manages outlet operations – sales, profit and people.
- Ensure all customers are provided with outstanding services.
- Duty roster planning, handle staff / customer feedback.
- Ensure that the outlet is clean at all times.
- Maintains critical standard: holding times, service speed and quality and raw and furnished product quality.
- Follow up on procedures that support market promotions during shifts.
- Perform any adhoc duties as required by the stakeholders.
- Oversee the daily operations of outlet for efficient operations.
- Plan and assign daily workloads to outlet associates.
- Develop and enforce established policies and procedures.
- Establish operational strategies to meet quality and customer service standards.
- Develop marketing strategies to improve sales and profitability.
- Maintain the outlet facility clean and safe.

- Obtain customer feedbacks and recommend necessary outlet operational changes.
- Interview and hire associates for outlet operations.
- Schedule orientations and job trainings to outlet associates.
- Organize regular meetings to discuss about issues and updates.
- Analyze and resolve problems in a timely and accurate manner.
- Organize special events and entertainments to attract more customers.
- Address customer queries courteously and ensure customer satisfaction.
- Develop cost-effective operational plan to achieve outlet goals.
- Assist in cash handling activities and develop expense and revenue reports.

2. Mezze Bar and Bistro

Jalan Kasah Medan Damansara, Malaysia

May 2015 – July 2017

Bistro Manager

- Assists the Group Manager in all operational and promotional matters
- Manages bistro staff then reports back to Group Manager
- Training of all floor staff on operations, floor and customer service
- Floor service - advising customers menu and bar drink choices
- Salesmanship – upselling on all menu items
- Communicates with individual departments for seamless business operations
- Reservations via phone and online, customer satisfaction.
- Operating of POS system in accordance to company policy
- Maintains high standards of quality control, hygiene, health and safety
- Manages staff for all stock levels and inventory stock count
- Checking of cash drawers and counting of till then reports to Group Manager
- Works closely with Manager and department heads on costing, selling prices whilst maintaining profit margins
- Assisting Group Manager on - Cost centre management, Profits & Losses

3. South Sea Seafood Restaurant

Subang, Malaysia

October 2014 – May 2015

Wine Manager/ Operations Manager

- Accomplishes restaurant human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieves restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
- Meets restaurant financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

- Publicizes the restaurant by designing and placing advertisements; inviting food editors to review the restaurant; encouraging local businesses to hold social events at the restaurant.
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complying with legal regulations; securing revenues; developing and implementing disaster plans; maintaining security and sprinkler systems; maintaining parking lot and walkways.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

4. South Sea Seafood Restaurant

Subang, Malaysia

April 2013 – October 2014

Assistant Wine Manager/ Assistant Operations Manager

- Attend and respond to customers' needs promptly and efficiently in a professional manner.
- Oversee and assist subordinates during peak periods to ensure a smooth running service and to exceed customer expectation.
- Assign or delegate responsibilities to subordinates through daily shift briefings.
- Responsible to assist in the overall running of the restaurant.
- Manage profit and loss and deliver profit target required by the management.
- Ensure ROI analysis is completed against market level activity.
- Provide updates on strategic imperatives and create effective market level plans that deliver overall value.
- Build strong business relationships with different wine distributors.
- Drive accountability at field level against performance standards. Additionally, developing high performing team.

5. Hospitality Direct - Ritz Carlton Hotel (Spa Village)

Kuala Lumpur, Malaysia

August 2011 to April 2013

Sales and Promotion Manager

- Drive accountability for the sales organization's performance to meet revenue, growth and client commitments and promote long-term client satisfaction.
- Strive for continuous improvement in the areas of opportunity identification, progression and closure. Effectively lead and communicate the sales strategy to motivate employees and create a high-performance
- Utilize business partners to complement the skill set of the team.

6. Hospitality Direct - Ritz Carlton Hotel (Spa Village)

Kuala Lumpur, Malaysia

February 2011 to August 2011

Trainee Manager

- Undertake Work with other managers to plan and direct the work of the organization.
- Help set policies.
- Evaluate work output.
- Receive classroom instruction in subjects related to their rotational experience.
- Attend lectures, watch guest speakers, and create projects, oral presentations, and take tests.
- Work in different departments to gain perspective, including marketing, sales, customer services, purchasing, merchandising, and personnel departments.
- Handle established accounts to gain familiarity.
- Adhere to guidelines of formal written training program.
- Attend periodic evaluations.
- Achieve a passing score in all areas of the management training program in order to continue in the program.
- Participate with store management in interviewing, hiring, and training employees.
- Use company reports to analyze sales, gross profit and inventory activity.
- Identify trends and recommends proactive or remedial action to manage business situations.
- Report market activity to management by monitoring and analyzing competitive price lists and products.
- Work with and through management to develop and implement actions that protect company assets and profitability.

7. NEXTFOCUS INC (AIRNEX Communications Inc.)

Alabang, Muntinlupa, Philippines

June 2008 to January 2011

PIC Team / Customer Service Team Leader

- Manages the daily activities of a team of Customer Service Officers (CSO) to ensure that Service Levels are met
- Monitors inbound calls from customers based in US regarding phone service received by the CSOs.
- Coordinate with Local Telephone Company (US) to transfer the long distance service of US Customers.
- Conducts regular call monitoring and call reviews for the purposes of quality assurance, coaching and training and performance appraisal. Feedback all issues to the Management team regarding processes, training requirements, issues etc.
- Producing and analyzing team performance reports. Ensures best practices within the team to both streamline the team's performance and to improve the customer experience.
- Ensure the correct and effective implementation of new and existing customer service structures, policies, procedures and processes.
- Pro-actively monitor queues for the team and take pro-active steps to manage the queues based on the needs of customer accessibility and service levels.
- Monitors the team with regards to schedule adherence, punctuality, sick leave; take appropriate corrective actions.
- Handles complaints/escalations - in line with the direction provided by Senior Management

- Participate in regular weekly group review meetings with Senior Management to assess team performance and progress against business plans and Customer Satisfaction and Customer Retention goals.
- Other ad hoc duties as required by supervisor / manager

8. SYNERGY WORLDWIDE (PHI)

Ortigas, Pasig City, Philippines

May 2005 to May 2008

Sales & Marketing Advisor

- Contributes to marketing strategies in relation to consumer behavior. Handles sales presentation through direct selling
- Performs outbound sales activities such as cold calling, lead follow-up, sales qualifications and focus on selling core platform to existing or new customers. Forecasts and track all sales activities.
- Meets or exceeds activity metrics for outbound calls, appointments set, opportunities added and prospecting time. Maintains contact with customers in an assigned territory to ensure customer satisfaction and issue resolution
- Builds relationships and effectively communicates with external partner organizations

9. MV & AG TRADING AND CONSTRUCTION

Iloilo City & Manila Philippines

January 2001 to January 2005

Project Manager

- Responsible in managing project contracts, meeting and establishing a wide network of partnership in terms of promoting products & company services
- Define and directed project goals, objectives, critical success factors and risks

Seminars & Trainings Attended

Finishing Course for Call Center Agents

Social Institute for Workers Education & Development

Taft Avenue, Manila

January 18, 2007 – February 18, 2007

Skills

- English proficiency both in oral & written
- Computer literate (MS Office & Internet Application)
- Customer focused, resourceful and creative problem solver

Note: Character reference available upon request