

Ma. Sandra San Juan Rayos

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City, Philippines
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**WORK EXPERIENCE:****Human Capital Officer**

October 2, 2017- Present

Monocrete Construction Philippines Inc.

No. 888 Cayetano Avenue, C-5 Extension, Diversion Road
Palingon-Tipas, Taguig City
Tel. No. (02)8628-8228

Duties and Responsibilities:

Recruitment

- Receiving requests from the human resources department for new job availability
- Advertising job availability through online channels and other media
- Attending job fairs and other events and searching for talent
- Communicating by phone, email, and in person with job candidates to figure out things like availability and hiring timelines
- Interviewing potential job candidates
- Performing other assessments of job candidates' skills, such as by giving a written test or hiring for a trial period, etc.
- Reading resumes/CVs, job applications, and cover letters and creating a mental picture of the applicant
- Judging applicants based on knowledge, skills, abilities, and other characteristics
- Reaching out to a number of applicants large enough to guarantee a more than satisfactory hire after interviewing
- Recruiting candidates that mesh with the existing company culture
- Recruiting candidates within a preset timeframe for continued business productivity
- Writing offer letters and participating in negotiation over salary and job duties.

Training

- Develop a schedule to assess training needs
- Conduct employee surveys and interviews
- Consult with other trainers and managers
- Track and compile collected data
- Communicate training needs and online resources
- Create training strategies, initiatives and materials
- Maintain a database of all training materials
- Instruct employee training and onboarding
- Conduct training through new materials
- Review employee performance and learning
- Coordinate and monitor enrollment, schedule and training costs

North Business Unit Head

March 1, 2017- August 15, 2017

Excellent People's Multi-Purpose Cooperative

2/F Sample Shop Bldg., AFP-RSBS Industrial
Park Km. 12, East Service Road corner C5,
Western Bicutan Taguig City
Tel.no. (02)8839-0366

Duties and Responsibilities

- Assists the Service Management Manager in the execution of its strategic objectives for people within the business unit in partnership with Restaurant Service Leads within North Business Unit.
- Assists the Restaurant Service Leads in implementing Performance Management System to all deployed employees.
- Provides regular two-way communication between the client (Shakey's Business Unit Management Manager) and the Service Management team, to provide strong team representation and set proper client expectations.
- Exercises supervision on all Restaurant Service Leads. May cover various shift schedule to observe and monitor employee performance.
- Monitors the timely and effective resolution of Disciplinary Actions of deployed restaurant staff and service leads.
- Provides coaching and counseling to direct reports on matters concerning performance.
- Ensures strict implementation and monitors performance of the Restaurant Service Lead in the administration of the STAFF Training and Development Program(STAND).

Restaurant Service Lead

Shakey's Buting

March 21, 2016- February 28, 2017

Excellent People's Multi-Purpose Cooperative

2 /F Sample Shop Bldg., AFP-RSBS Industrial
Park Km. 12, East Service Road corner C5,
Western Bicutan Taguig City
Tel.no. (02)8839-0366

Duties and Responsibilities:

- Screening, interviewing, hiring, and training restaurant staff.
- Coaches the restaurant staffs on the standards on critical competencies: Employee Relations and Discipline Enforcement, Talent Acquisition and Placement and Training and Development Administration.
- Maintains and updates the 201 File of each Restaurant staff assigned in Shakey's Restaurant-Buting.
- Maintains EPMPC standard forms, keeping the EPMPC Information Logbook updated, and ensuring that all EPMPC Operational Memos and/or Updates are being cascaded.

Assistant Restaurant Manager 3

August 12, 2013-January 12, 2014

Jollibee-Southgate Foods, Inc.

Ground Floor Jollibee Gate 3 Plaza
Lawton Avenue corner Chino Roces
Extn. Taguig City
Tel.no. (02)8216-5103

Duties and Responsibilities:

- Reports to the Restaurant Manager, Operations Management Trainee assists in the achievement of the overall Store Business Objectives
- Implementation and assurance of compliance on Food, Safety and Cleanliness Programs for the assigned area
- Day-to-day operations effectiveness of Dine-In and Take-Home Sales Services; Ensures customers' needs are attended to promptly
- Sales building initiatives by providing leadership support to Restaurant Manager through client business relations for assigned institutional accounts and customer engagement
- Assessment of opportunities in operations and cost management to ensure sales and growth targets are met, if not exceeded
- Workforce management of the assigned store, which includes manpower planning, hiring and orientation/certification of new members in the team, managing of schedule and shifts
- Implementation of other store administrative activities necessary to carry out the business such as but not limited to office organization, securing of government permits and Store Reports Preparation, and programs such as Store Safety.

Shift Manager

August 20, 2010 – January 15, 2011

Dairy Queen – Philippine Pizza, Inc.

Kiosk L1, SM Mall Of Asia, Main Mall,
Pacific Drive St. Pasay City
Tel.no. (02)8911-1111

Duties and responsibilities:

- To create positive memories for all who touch DQ and OJ
- To assist the General Manager (GM) in executing specific aspects of the restaurant operations, which may include:
 - financial performance
 - product production
 - inventory
 - personnel
 - sales
 - marketing
- To set high standards and create a great environment for the team to work.
- Manage entire operation of restaurant during scheduled shifts.
- Strive for operational levels that meet or exceed the Fan's expectations in the areas of quality, service and atmosphere, creating value through an excellent experience and a fair price.
- Accurately complete designated duties such as inventory control, ordering of products, cash control.

Team Leader

February 06, 2010 – August 15, 2010

Consolidated Building Maintenance Agency**Dairy Queen- Philippine Pizza, Inc.**

G2-215B, Glorietta 2, Ayala Center,
Office Dr, Makati, 1224 Metro Manila
Tel.no. (02) 8553-4035

Duties and Responsibilities:

- Assist in the management of specific areas of restaurant during scheduled shifts.
- Ensure that restaurant is properly organized and staffed as designated by written schedule through proper job assignments, break rotation and delegation of tasks during both peak and non-peak periods.
- Conduct orientation, training and evaluation of crew members in all functional areas.
- Assist hourly employees at the point of sale in the execution of product promotions.
- Ensures guest service in all areas meets applicable standards for quality, value and cleanliness.
- Handle minor customer complaints, taking prompt and appropriate action to resolve problem and make determination when to report to management team on more serious complaints.
- May contribute in the execution of the restaurant's business plan through specific job assignments and projects as determined by the management team.
- Responsible for timely and accurate completion of all cash accountability reports on assigned shifts.
- Able to perform the duties of all other non-management positions.
- Informs immediate supervision promptly of all problems or unusual matters of significance.
- Perform other duties and responsibilities as requested by the management team.

Team Member

April 24, 2009 – February 05, 2010

Dairy Queen- Philippine Pizza, Inc.

G2-215B, Glorietta 2, Ayala Center,
Office Dr, Makati, 1224 Metro Manila
Tel.no. (02) 8553-4035

Duties and Responsibilities:

- Serves/prepares food and drinks to customers following established guidelines, procedures, and policies for food and beverage safety controls as prescribed by company standards.
- Interacts with customers and staff in a cordial, efficient, and professional manner and rings guest orders, collects cash, and processes credit charges following company policies and procedures.

TRAININGS AND SEMINARS

- September 08, 2021 – BusinessCoach, Inc. Personality Development Webinar
- September 07, 2021 – Infinit Care: Coping with Stress and Building Mental Health Webinar
- June 26, 2020 – Businessmaker Academy: Training and Development Webinar
- July 13, 2019 – Prescription Psychiatrists’ Anger Management Workshop
- July 25-26, 2016 – Excellent People’s Multi-Purpose Cooperative: Gender Sensitivity Training
- April-July 2016 – Excellent People’s Multi-Purpose Cooperative: Restaurant Service Lead Training Program (3 months)
- November 3, 2009- February 23, 2010 – Manila Hotel On-the-Job Training (600 hours)
- December 05, 2009 - Gloria Jean’s Coffee Session with Academe: Barista Basics with Hands- on
- August 25, 2009 - Edsa Shangri-La Manila: 3rd Annual HRM Convention” The Thriving Hospitality Industry in the Philippines; Amidst the Global Financial Crisis”
- March 14-16, 2009 – Bohol Beach Club: BBC Management Sponsored Cooking and Bed Making Demonstration
- March 12, 2007 - Hyatt Hotel and Casino Manila: Front Office Management Housekeeping, Food & Beverage

EDUCATION:

COLLEGE	June 2006- April 2010 Bachelor of Science in Hotel and Restaurant Management Centro Escolar University Makati City, Philippines
HIGH SCHOOL	June 2002- March 2006 Dr. Arcadio Santos National High School Parañaque City, Philippines
ELEMENTARY	June 1997- March 2002 MCA Montessori School Taguig City, Philippines