



KRISTELLE ASHLEY VILLARET

TRAINING SPECIALIST

CONTACT ME AT

 Block 11, Lot 16, Artania St.
Deca Homes Phase 1, Pandac,
Pavia Iloilo, Philippines 5001

 kdtesoro@gmail.com

 +639392461179 /
+639455303609

 [Kristelle-ashley-villaret](#)

SKILLS SUMMARY

●●●● Customer Service

●●●● Training Delivery & Facilitation

●●●● Inventory Management

●●●● Manpower Management

●●●● Training Coordination

●●●● Administrative Reporting

PERSONAL PROFILE

I am a Training Specialist with specialty in customer service training for retail employees, as well as leadership training of branch leaders. I am also an experienced Manager for food retail operations with specialty on inventory management, accounting and front of the house operations.

WORK EXPERIENCE

Training Specialist

The SM Store- Delgado | April 2018- present

- Conduct on-boarding training to new hires, and continuous customer service and leadership training for employees.
- Facilitate classroom and online learning of employees including logistics, scheduling and doing ad-hoc reports.

Shift Manager

Krispy Kreme- Iloilo| August 2014 - April 2018

- Managed day-to-day operations of the store both front-of-the-house and back-of-the-house.
- Specialized in Inventory management and forecasting, as well as handling accounting reports of the store. But I also handled manpower scheduling, and special projects such as business permits processing and local marketing drives.
- Certified Production and Processing Specialist, and Front of the House Specialist

Front Desk Officer

Red Coconut Beach Hotel- Boracay| October 2013- March 2014

- Managed daily check-in and check-out of guests, answering to their requests, and facilitating their concerns.
- Handled guest booking via call, email, and walk-in.
- Extended extra-mile service to hotel guest, such as booking for a helicopter service to facilitate immediate guest transfer from Boracay to Manila during the wake of Typhoon Yolanda.

Store Manager

Coffeebreak Cafe- Iloilo| June 2012- May 2013

- Handled day-to-day operations of the store such as manpower scheduling, ordering & forecasting, inventory and accounting.
- Managed multi-branches and also functioned as reliever to other Store Managers
- Assigned branch was able to reach highest Dinagyang sales with 150% achievement to plan, versus other branches.

EDUCATIONAL HISTORY

De la Salle- College of Saint Benilde

School of Professional and Continuing Education

Certificate in Organization Efficiency and Excellence|

September 27- October 19, 2019

- Studied different methods for achieving efficiency and excellence within an organization

West Visayas State University

Bachelor in Hotel & restaurant Management | June 2008-
March 2012

- Graduated Magna Cum Laude
- Thesis: Tapioca Flour-Based Pasta; study on the use of tapioca flour instead of wheat flour in the preparation of pasta.
- Vice Chairperson for the Association of Hotel and Restaurant Management Students for SY 2011-2012.