MELCHOR BILLOSO

Blk. 5, Lot. 15 Northridge Central Lane, Brgy. Sto. Cristo,
City of San Jose del Monte, Bulacan, Philippines
Contact No. (+63) 9194628769, Email: melchor.billoso84@gmail.com

WORK EXPERIENCE:

Business Owner ***(January 2021 – Present)***
M3L MILKTEA SHOP (Pecson Ville Subdivision, Tungkong Mangga, City of San Jose del Monte Bulacan, Philippines)
(Beverage shop that offer a variety of drinks such as Bubble Tea, Frappe, Fruit Shake and Fuit tea)

Duties and Responsibilities:

- Create a business plan.
- Handle day-to-day operation of the shop.
- Source out ingredient from different supplier.
- Serve customer, taking order and prepare it.
- Maintain cleanliness of the shop.

Assistant Manager ***(December 2016 – October 2020)***
BAKERZIN HOLDINGS PTE. LTD. (28 Tai Seng Street #04-01 Sakae Building **Singapore** 534106. Tel. 64558885)
*(One of the **Singapore's** most well-loved artisan dessert cafes that has been offering a tempting array of luscious sweets since 1998 and proudly shares its heavenly creations through its outlet island wide.)*

Duties and Responsibilities:

- Lead a team of service staff within assigned unit by allocating task and roles for individuals.
- Maintain inventory records, repair, sales, and wastage.
- Supervise, coordinate and schedule staff activities.
- Oversee the service rendered by the team to ensure that it meets a high quality of service, cleanliness, and values standards.
- Resolve day-to-day operation issues if occurs and to provide support to a team as necessary.
- Handle customer complaints and feedback in a timely and efficient manner.
- Monitor operations to ensure compliance of all safety procedures.
- Train staff in job duties, sanitation, and safety procedure.
- Ensure workplace safety practices.

Management Trainee - Service ***(November 2014 – October 2016)***
BAKERZIN HOLDINGS PTE. LTD. (28 Tai Seng Street #04-01 Sakae Building **Singapore** 534106. Tel. 64558885)
*(One of the **Singapore's** most well-loved artisan dessert cafes that has been offering a tempting array of luscious sweets since 1998 and proudly shares its heavenly creations through its outlet island wide.)*

Duties and Responsibilities:

- Maintain quality, service, product, and cleanliness of the outlet.
- Handle cashiering duties.
- Take order, clearing and table setting.
- Hosting and bringing guest to designated seats.
- Answering questions on meal items, making food recommendations when requested.
- Assists store manager and assistant manager in planning and executing all sales promotions effectively and efficiently.
- Handle bar duties preparing coffee and drinks.

Management Trainee - Kitchen ***(December 2011 – November 2014)***
BAKERZIN HOLDINGS PTE. LTD. (28 Tai Seng Street #04-01 Sakae Building **Singapore** 534106. Tel. 64558885)
*(One of the **Singapore's** most well-loved artisan dessert cafes that has been offering a tempting array of luscious sweets since 1998 and proudly shares its heavenly creations through its outlet island wide.)*

Duties and Responsibilities:

- Assist Chef with creation and preparation.
- Ensure that food handling and hygiene regulations are followed in accordance government standard.

- Prepare mise en place and cook dishes in the menu according to restaurant's standards of quality, recipe, consistency and time lines.
- Ensure all equipment are cleaned and kept properly.
- Track the inventory of the kitchen and food supplies.
- Work closely and cooperate with the other staffs in order to achieve highest possible satisfaction of food items.
- Ensure all equipment are running properly.
- Monitor the par level of the stock and re-order if necessary.

Warehouse Admin Staff ***(April 25, 2007 to October 7, 2011)***
VICMA MARKETING CORPORATION (#11 Sobrepeña St., New Manila Quezon City, Philippines)
(Leading supplier of car accessories in the Philippines)

Duties and Responsibilities:

- Stocks monitoring of branches and wholesale.
- Updates incoming & outgoing goods.
- Monitors and arrange deliveries.
- Monitor the daily trip of delivery truck *(using GPS satellite base equipment).*
- Upload GPS data and analyze it.
- Check all GPS Device everyday if running properly.
- In charge of stock transfer branch to branch and branch to wholesale.
- Preparing weekly pull-out report and container receiving report & defective item report for the weekly meeting.
- Granting orders of branches/concessioner.

Graphic Artist/Computer Technician ***(May 2005 to January 15, 2007)***
B & E Computers Sales and Services (Roxas Avenue Roxas City, Capiz, Philippines)

Duties and Responsibilities:

- Create graphic design for fliers, invitation card, calling card etc.
- Data encoder.
- Maintenance/Troubleshooting of PC.

SKILLS:

- Knowledgeable in MS Office, Adobe Photoshop, Coreldraw, Pagemaker
- Driving
- Latte Art
- Brewing Beer

SEMINARS ATTENDED:

- Food Hygiene Course (December 12,2011)
- Food and Beverage Safety and Hygiene Policies and Procedures (November 10,2014)

EDUCATIONAL BACKGROUND:

Tertiary — **AMA Computer Learning Center**
Computer System Design and Programming (CSDP)
Fuentes Drive, Roxas City, Capiz, Philippines
2003 - 2004

Secondary — **Commissioner Luis Asis National High School**
Pob. Ilaya, Panay Capiz, Philippines
2000 - 2001