

King James Valencia Ferrer

#281 Ascomo Guagua, Pampanga

jamesferrer.31@gmail.com

+639959103577



CAREER OBJECTIVE:

- To contribute the achievements and expertise that I gained throughout the years of my experience in the industry, that will eventually benefit your organization.

Profile:

- Has the the experience in the food industry for almost a decade now. Knowledgeable in handle different types of team and individuals. Expertise in people management and cost controlling. Experienced in restaurant operations and functions. A well developed managerial and leadership skills throughout the years.

WORK EXPERIENCE:

- **Tokyo Tokyo**
Store Manager

- Accountable for the whole performance of the store.
- Maintains business records. Analyzes business records to increase sales.
- Reviews PnL and IS.
- Responsible for NCI.
- Plan and work on budgets, maximize profits and achieve sales targets.
- Establish work schedules and procedures.
- Recruit new team members, train and develop existing staff.
- Ensure high standards of customer service is maintained.
- Handle customer complaints and queries.
- Prepare reports and other performance analysis documents.
- Preparing work schedules, conducts daily inventory and usage of products.
- Project and forecast items that are needed to order.

- **Tokyo Tokyo**
Assistant Store Manager I

- Responsible for the whole shift of the establishment.
- Responsible in handling manpower.
- Handling customer complaints
- Ensuring the safety and quality service that the company offered.
- Overview and manage the flow of the whole operation.

Ground floor, SM City Pampanga, San Jose City of San Fernando
(October 2013-April 2018)

Skills

- Admirable communication skills both written and oral
- Effective in public relations
- Outstanding capability to maintain harmonious relationships with workmates and guests
- Technically proficient with basic computer skills such as Microsoft Office
- **Excellent in giving customer satisfactory**

EDUCATIONAL BACKGROUND

College Education: HOLY ANGEL UNIVERSITY
Sto. Rosario, Angeles City
(2009- 2013)

COURSE: Bachelor of Science Major in Hotel and Restaurant
Management

SEMINARS AND TRAINING ATTENDED

- **Basic Occupational Safety and Health**
September 2-6 2019
KFC Maimpis, San Fernando Pampanga
- **Operations Soft Skills Trainings**
May 16-18, 2016
Ramcar Group of Companies, Quezon City