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WILFREDO D. BELLEZA IV

OBJECTIVE To acquire a challenging career with a solid company while seeking new opportunities in new environments. With diverse managerial experience in hospitality management, as well as outstanding communication, conflict resolution, and customer management skills.

- SKILLS & ABILITIES**
- Inventory Management
 - Budgeting and Cost Control
 - Food Service Management
 - Inventory Management
 - Customer Service & Hospitality
 - Employee Relations and Staff Training

EXPERIENCE ASSISTANT BRANCH MANAGER, JAMBA JUICE, PHILIPPINES

September 28, 2018 – Present

- Responsible for maintaining the restaurant's revenue, profitability and quality goals.
- Maintaining the shift operations excellence.

ACCOUNT ASSOCIATES – VXI HOLDINGS, PHILIPPINES (TRAINEE)

May 26, 2016 – July 31, 2018

- To maintain accurate and complete customer account information.

SHIFT MANAGER – JAMBA JUICE, PHILIPPINES

May 26, 2016 – May 31, 2018

- Demonstrate exceptional shift leadership behavior.
- Ensures that the store appearance and cleanliness are to standards.

SHIFT SUPERVISOR – JAMBA JUICE, UAE

December 21, 2014 – January 6, 2016

- Educate and engaged the community and store customers of all product and services.
- Recognizes the outstanding performances of each team members.
- Communicate all shifts issues, concerns and needs to the store manager.

ADMINISTRATIVE ASSISTANT – KFC PHILIPPINES

May 7, 2010 – November 15, 2014

- Resolves administrative problems by coordinating and preparations of reports, analyzing data and identifying solutions.
- Ensures all sales are properly deposited on time and properly accounted.

RESTAURANT TEAM MEMBER – KFC PHILIPPINES

November 2, 2004 – May 7, 2010

- Knowledgeable of customer service inclusive of information that provides valuable service to the customers.

RESTAURANT TEAM MEMBER – WENDY’S PHILIPPINES

September 15, 2003 – May 2, 2004

- Resolves customer requests, questions and frequently requiring the best use of resources.

RESTAURANT TEAM MEMBER – GREENWICH PIZZA CORPORATION

December 2, 2002 – May 2, 2003

- Responsible for all the product preparation, ensuring proper hygiene and standard product quality.

EDUCATION **TERTIARY**

- THE UNIVERSITY OF MANILA
- BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION – 4th year undergraduate
June 2000 – March 2005

SECONDARY

- SAN FRANCISCO HIGH SCHOOL
JUNE 1996 – APRIL 2000

PRIMARY

- BAGO BANTAY ELEMENTARY SCHOOL
JUNE 1991 – MARCH 1996

TRAININGS

- **Basic Occupational Safety & Health** – Department of Labor and Employment, March 12, 2021
- **Basic Quality Assurance course** – Jamba Juice Philippines, October 5, 2016
- **Lead for Success Workshop** – Jamba Juice Philippines, September 15, 2016

ACHIEVEMENTS

- **People’s Excellence Award** – Jamba Juice Philippines, June 26, 2019
 - **Recognition in Service & Contribution in area Operation** – KFC Philippines, December 13, 2012
 - **SoGood Award** – KFC Philippines, December 26, 2011
 - **Best in Counter** – KFC Philippines, June 29, 2009
 - **Best in Customer Service** – KFC Philippines, August 29, 2005
 - **Most Dependable Staff** – Greenwich Pizza Corporation, May 25, 2002
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