

Bituin Marikit Pengson

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Block 1 Lot 4 Cambridge Subdivision, Iponan, Cagayan de Oro City, Philippines, 9000

PROFESSIONAL SUMMARY and SELECTED ACCOMPLISHMENTS

Highly skilled manager with 18 years of experience in managing all aspects of store operations including finance, inventory control, product development, purchasing, human resources, display and customer service.

- Successfully managed 5 multiple departments /stations in a multi-million-dollar company with an average annual sale of \$20M.
- Improved sales performance by 15% for 5 months in row, leading to an increase of revenue by 35%.
- Decreased wastage/aging items by 25% through proper forecasting and ordering.
- Achieved high sales productivity growth by 20% with proper display merchandise assortment.
- Completed required number of manpower within 2 months through proper and intensive hiring with the help of an in store HRA.
- Able to handle effectively and efficiently more than 50 personnel in a store.
- Attained fast-track promotion through series of increasingly responsible positions.

WORK EXPERIENCE

Senior Store Manager

Jun 2015 - Present

Homeworld Shopping Corporation • Cagayan de Oro City, Philippines

- Monitor 5 selling departments' performance to achieve the sales quota.
- Manage staff and assign duties.
- Study market research and trends to determine consumer demand, potential sales volumes and effect of competitors' operations on sales.
- Determine merchandise/services to be sold and enhance display through signage assortment and completeness of merchandise.
- Assist and coordinate any merchandise returns.
- Develop and implement marketing strategies.
- Plan budgets, authorize expenditures, and monitor revenues.
- Evaluate and improve customer service and respond to customer requests and issues.
- Address staffing requirements, including the hiring, development and retention of staff.
- Supervises operation of the branch by making on the spot rounds of all selling and non-selling areas.

Restaurant Manager**Oct 2007 - Jun 2015**

Jollibee Foods Corporation (LKK Group)
Cagayan de Oro City, Misamis Oriental

- Plan, organize, direct, control and evaluate the operations of the store.
- Completing/conducting monthly audits, identifying trends, determining system improvements, implementing change.
- Recruit staff, oversee staff training, set work schedules and monitor their performance.
- Controls costs by reviewing portion control and preparation, minimizing waste, ensuring high quality of preparation.
- Ensuring product availability at all times.
- Maintain constant customer relations to encourage repeat business, handle customer requests and complaints effectively and efficiently.
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures, complying with legal regulations, developing and implementing disaster plans; maintaining security and safety systems.

Assistant Restaurant Manager I (ARM1)**Jan 2005 – Oct 2007**

Jollibee Foods Corporation (LKK Group)
Cagayan de Oro City, Misamis Oriental

- Work closely with the Restaurant Manager while playing an active role in the running of the restaurant, ensuring all policies and standards are maintained to maximize profitability of all services offered.
- Ensure high levels of accuracy in all reporting and maintain all reports to date.
- Work with the Restaurant Manager to control food, paper and operating equipment.
- Operational management: organizing stock and equipment, ordering supplies and overseeing building maintenance, cleanliness and security.
- Ensuring product availability at all times.

Assistant Restaurant Manager II (ARM II)**May 2004 – Jan 2005**

Jollibee Foods Corporation (LKK Group)
Cagayan de Oro City, Misamis Oriental

- Establish a rapport with regular customers and ensure close working relationships and encourage repeat business.
- Work with Restaurant Manager to implement effective communication of customer feedback with all staff ensuring quality customer service at all times.
- Ensure the highest levels of professionalism are maintained on providing our customers consistent service quality
- Work with the Restaurant Manager to maximize crew productivity (Sales Per Man-Hour) to meet set targets.
- Administering payrolls
- Recruiting new staff, training and developing existing staff, motivating and encouraging staff to achieve targets, coordinating staff schedules.

Assistant Restaurant Manager III (ARM III)**May 2003 –May 2004**

Jollibee Foods Corporation (LKK Group)
Cagayan de Oro City, Misamis Oriental

- Maintain correct safety and security procedures as required and ensure all staff are aware of these procedures in their specific work areas.
- Conduct monthly station meeting with the crew to discuss entire store performance.
- Manpower weekly scheduling.
- Effectively implement standards and information dissemination program.

EDUCATION**Bachelor of Science in Business Management****Jun 1998 - Mar 2002**

Xavier University-Ateneo de Cagayan • Cagayan de Oro City, Philippines

SKILLS

- High level stress tolerance with strong work ethics and a high degree of flexibility. Can work under pressure and take initiative to resolve issues within a limited time frame.
- Fast learner with effective communication skills that can influence others by building relationships through listening.
- Knows how to understand the needs of customers and adapt the services to meet the demands.
- Highly organized and reliable, can work with little to no supervision.
- Very coachable and self-motivated individual with good leadership qualities.
- Detail oriented person who can handle multiple tasks at the same time.

VOLUNTEER WORK**Assistant Bookkeeper****Oct 2011 - Mar 2014**

Samdhana Organization • Cagayan de Oro City, Philippines

- Encoding of cash vouchers and journals of the organization.
- Able to know how to use Quick Books, a financial management suite.
- Works closely with the finance manager to ensure smooth cash flows.
- Performs other related functions that may be assigned from time to time.

REFERENCES

Vermax C. Bagtasos

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