



JOSE GENIL V. ABALLE

MANAGER

CONTACT

 +639 21 8489 495

 josegenilaballe@gmail.com

 Karuhatan, Valenzuela. PH

SKILLS

- Attention to Detail.
- Active Listening Skills.
- Improving Customer Experience.
- Building Customer Loyalty.
- Positive Attitude.
- Bilingual Customer Support.
- Time Management.
- Interpersonal Skills.
- Conflict Resolution Skills

EDUCATION

Global Reciprocal Colleges
Bachelor of Science in
Entrepreneurship
2017 - 2021

PROFESSIONAL PROFILE

To use my skills in the best possible way for achieving the company's goals. To excel in my chosen field which I can practice the knowledge and expertise I have learned to manage that will contribute for the company's growth.

WORK EXPERIENCE

MANAGER

Jollibee Food Corporation

Feb 2020 - Present

- Ensuring that customers are satisfied with their experience by providing excellent customer service
- Monitoring employee performance to ensure that they are meeting company standards for quality and speed of service
- Training new employees in job duties and work culture to help them become familiar with the operation
- Handling customer complaints and resolving issues with them to ensure a positive experience

SENIOR CREW

Jollibee Food Corporation

2018 - 2020

- Supervising the activities of servers, cooks, hosts, and other crew members.
- Educating crew members on proper food handling procedures and customer service.
- Ensuring that established guidelines on hygiene, quality, and food safety are followed.
- Monitoring restaurant supplies and placing orders for new stock as required.
- Assisting Crew Members in processing payments using the restaurant's Point of Sale system.

SERVICE CREW

Staff Search Asia Agency

2013 - 2018

- Take orders from customers and present them as requested
- Process bills for the customer and also issue them receipts
- Help with outdoor delivery or with food preparation at the kitchen, depending on what is required at any particular time
- Pack foods ordered by customers and serve them in the most efficient manner
- Get tables cleaned once customers are through with their dining

CHARACTER REFERENCES

JOEL TRINIDAD

ARM. 2 Jollibee Food Corporation

+(639) 32 513 3306

LOVELYN ANN C. ESCLAREZ

Former VP, College of Business Administration
and Entrepreneurship

+(639) 27 969 4225

PERSONAL INFO

Date of birth: August 11, 1992
Age: 30 years old
Height: 5'6 feet
Weight: 55 kg
Civil Status: Single
Nationality: Filipino

MACHINE OPERATOR

Multrich Food Corporation

2010 - 2012

- Monitoring and maintaining warehouse equipment and machinery
- Setting up manufacturing equipment
- Overseeing training of new or Junior Machine Operators
- Using machine equipment to complete tasks
- Performing routine inspections of manufacturing equipment
- Evaluating the efficiency of each unit regularly, identifying improvements as needed

CERTIFICATES

AGILE LEADERS

- Institute of Global Professionals | March 10, 2021

The Advantages and Disadvantages in the New Normal and its effect in Employment Well-being

PUP GRADUATE SCHOOL

- Master of Arts in Psychology | March 15, 2021

LLH's Mental Health in the Workplace

- LHH Harrison Philippines | March 16, 2021

TRAINING & SEMINARS

- Building your own online store: A website advice tutorial | March 2021
- Safety Management | March 2021
- Website Advice: E-commerce Platforms | March 2021

I hereby declare that above information is true and correct to the best of my knowledge and belief.



JOSE GENIL V. ABALLE
Applicant