

## **VLADIMIR P. GANOTAN**

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### **SUMMARY OF QUALIFICATIONS**

Food Service Manager and Sales Representative with more than 12 years of experience . Forward-thinking with a passion for food and investment portfolio. Ability to lead and empower team members to achieve a company's mission. Works efficiently as a team member as well for a common goal.

### **PROFESSIONAL WORK EXPERIENCES**

June 11, 2019-Present

Customer Service Representative

Teleperformance Philippines, Quezon City

- Handle and carefully respond to all customer inquiries via inbound calls and email
- Provide excellent customer service through active listening
- Work with confidential customer information in a secure manner
- Aim to resolve issues on the first call by being proactive
- Appropriately and adequately communicate with customers

January 2017-June 2019

Chef/Manager/Owner

Marcus Diner, Caloocan City

- Manage the whole operations
- Conducts Training and hiring process
- Handles general accounting
- Head Chef
- Incharge in all marketing strategy
- Develops product portfolio

June 2012-November 2016

In Charge/Assistant Manager

Swiss Bake Ptd. Ltd. Singapore

- Manage the whole operations
- Analyze Profit and Loss
- Conduct Hiring and Termination Process
- Managing food cost, labor cost and all operation expenses
- Ensures Quality, Good Service and Cleanliness of the shop
- Ordering product, services from central kitchen up to third party suppliers

December 2011-May 2012

Kitchen Assistant

Cheer Garden Restaurant Pte. Ltd. Singapore

- Assist the Chef in preparing foods

February 2011-October 2011

Financial Executive

AXA Philippines

- Handles Life Insurance and Bancassurance of the Branch
- Daily product presentation to walk in clients and prospective clients
- Telesales prospective clients
- Facilitate insurance claims
- Weekly monitor of fund valuation
- Promotes products and services

September 2008- November 19, 2010

Branch Sales Representative

Insular Health Care, Inc. Baguio City

- Overall in charge of branch operation
- Head of sales force
- Customer service before sales and after sales transaction

February 2008-June 2008

Sales Counselor

Staff Alliance, Inc.

Banco de Oro, Universal Bank, Philippines

- Market client to avail Personal Loan
- Conduct product presentations to individual & corporate accounts.

## **EDUCATIONAL BACKGROUND**

2001-2007

Bachelor of Science in Business Administration

Major in Banking and Finance

University of the Cordilleras

Philippines

## **TRAININGS, AWARDS and SKILLS**

### **Swissbake International Learning and Development**

Singapore

- **Module 3: Coaching Skills** (12 February 2015)
- **Module 1: Service Excellence** (16 May 2015)
- **Module 4: Shift Management** (17 August 2015)

### **Boncafe Singapore**

Beverage Training Class 2014

Singapore

10 May 2014

### **Institute of Technical Education OJT System (Singapore)**

- **Prepare & Display Viennoiseries, Savories & Breads** (25 March 2015)
- **Prepare & Display Cake** (26 March 2015)
- **Prepare & Display Sandwiches** (30 March 2015)
- **Prepare Breakfast & Hot Meals** (2 April 2015)
- **Prepare Beverage** (8 April 2015)
- **Perform Cashiering Duties** (10 April 2015)
- **Serve Food & Beverage** (13 April 2015)
- **Prepare & Display Pick & Pay Items** (14 April 2015)
- **Prepare & Store Ingredients** (15 April 2015)

### **Singapore Workforce Skills Qualifications Training**

FB-RM-102C-0 Follow Food and Beverage Safety and Hygiene Policies and Procedures at Skillmaster Training Centre PTE. LTD.

Singapore Workforce Development Agency

29 April 2014

**Long Service Award**

Swiss-Bake Pte Ltd, 2016

**Driving Skills**

Non-Professional driving license (more than 10years)

Four wheels restriction 1 & 2

**PERSONAL INFORMATION**

Nationality : Filipino

Birthdate : November 25, 1984

Marital Status : Married