

**Food Service Worker** Performs prep work such as washing, peeling, cutting and seeding fruits and vegetables. Assist in preparing dishes in accordance to safety and regulatory standards. Stores food in designated areas and adhere to wrapping, dating, and rotation guidelines. Clean all work areas, equipment, and utensils. Maintained high standards of customer service during high-volume, fast, paced operations. Resolved complaints promptly and professionally to ensure customer satisfaction, Communicated clearly and positively with coworkers and management.

# JERICO T. ZAMBRANO

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**Passport No.:**  
P0546540C

## Life Skill Highlights

- House Painting
- Basic Electrical Wiring's
- Basic Plumbing
- Basic Carpentry
- Basic Machine Operations
- Motorcycle Driving
- Lay-outing
- Computer Operation
- First Aid & BLS with AED

## Languages

Filipino  
Ilokano  
English

## Experience

December 08, 2021 - Present

### Manager - Kuccina Kafamilya Cafe

- Manage the operational of the cafe
- Promotes team work to the team
- Filing and organizing business papers
- Engaging to ventures
- Managing staff
- In absence of man power- baking, cooking, making drinks and cashiering
- Promotes product to social media

March 15, 2021 – December 2021

### Crab Paste Supplier - Freelancer

- Engage in joint ventures
- Promotes products to small businesses
- Supply product to retail stores
- Handle's cash deposits

February 09, 2021 – December 2021

### Freelance Delivery Rider – Food Panda

- Handle's cash deposits
- Deliver Foods to the customers
- Engage in customer Service

September 27, 2017 – February 10, 2020

### Regular Crew – Yellow Cab Pizza Co.

- Manage staff's schedules
- Handle's cash deposits
- Engage in customer Service
- Handle customer's complaints
- Promote team work in the work place
- In absence of man power- baking, cooking and delivery

# Experience

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March 1, 2017 – June 23, 2017

## **Front of the House Specialist – Krispy Kreme**

- Assemble customer's orders
- Engage in customer service
- Handle customer complaints
- Receives and welcomes customers

July 25, 2016 – February 26, 2017

## **Manager – Tabitha Food House**

- Managing the operational of the food house
- Promotes team work to the team
- Leading team as a team leader
- Filing and organizing business papers
- Engaging to ventures
- Managing staff
- In absence of man power- cooking, cashiering and making drinks
- Promotes products to social media

October 16, 2015 – July 15, 2016

## **Stock Clerk – Krispy Kreme**

- Ensuring that the store's departments are stocked with products.
- Inventory Counting
- Forecasting of stocks for next use
- Implementing FIFO rule
- Assisting other team members in different departments

June 24, 2015 – September 15, 2015

## **Front and Back of the House – Cinnabon**

- Assemble customer's orders
- Engage in customer service
- Handle customer complaints
- Receives and welcomes customers
- Produce ready to garnish food products
- Maintains cleanliness in the store
- Assisting other team members
- Ensures high quality of food.

May 10, 2014 – November 30, 2014

## **Team Member – Red Ribbon Bake Shop**

- Assemble customer's orders
- Engage in customer service
- Handle customer complaints
- Receives and welcomes customers
- Maintains cleanliness in the store
- Assisting other team members

# Experience

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April 13, 2013 – April 24, 2014

## Service Crew – Jollibee

- Assisting customers to their tables
- Taking additional orders
- Handling customer complaints
- Attending customers to their needs
- Maintaining the cleanliness of the station
- Reporting lost and found items
- Bussing, cleaning tables and chairs
- Helping other co-workers

# Education

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2020 - 2021

**Diploma in Hotel and Restaurant Technology**  
**Data Center College of the Philippines**  
**Baguio City, Benguet.**

2013 - 2014

**Bachelor of Science in Information Technology**  
**University of Baguio**  
**Baguio City, Benguet.**

2012 - 2013

**Bachelor of Science in Architecture**  
**Saint Louis University**  
**Baguio City, Benguet.**

2011 - 2012

**Graduate of High School**  
**Baguio City National High School**  
**Baguio City, Benguet.**

2008 - 2011

**Roxas National High School**  
**Baguio City, Benguet.**

2002 - 2008

**Graduate of Elementary School**  
**Roxas Elementary School**  
**Baguio City, Benguet.**

## **Certifications**

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**National Certificate II:** Food and Beverage Services

**National Certificate II:** Cookery

**National Certificate II:** Housekeeping

**National Certificate II:** Bread and Pastry Production

**First Aid:** Occupational First Aid & BLS with AED

## **Achievements**

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**Team Member of the Year:** Yellow Cab Pizza Co. October 2019 – October 2020

**5<sup>th</sup> Place in the Cluster I Investigation Solo Project:** Roxas National High School 2011

**Listed Boy Scout of the Philippines:** Roxas Elementary School 2008

**3<sup>rd</sup> Place in the Milo Marathon 5km category:** Roxas Elementary School 2006

## **References**

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References available on request.