



MARIA MELISSA JANICE GAVIOLA MITRE

Block 55 Lot 14 Davao Gulf Street, Gulf View Executive Homes Bago Aplaya, DC

Email: melaimitre@gmail.com

Phone: 0976-220-9756

EMPLOYMENT OBJECTIVE:

Aim to be part and contribute to your prestigious company where I can impart and utilize my studies, skills and work experience to the maximum.

SUMMARY OF QUALIFICATIONS

- Good communication skills both written and verbal
 - Seasoned with experience in terms of customer service, sales and problem solving
 - Good management and leadership skills based on experience
 - People Management given the nature of work in sales and hotelier
 - Can easily adapt in any circumstances, highly motivated, work with less supervision and can do multitasking
 - I work well in a team and can also handle a team
 - Open minded and willing to learn given opportunities
 - Manual and automatic driving
 - Computer literate and well versed in MS, OpenOffice, Google docs, slides, sheets
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PERSONAL BACKGROUND:

Birthday: January 16, 1983

Place of Birth: Davao City

Age: 40 years old

Education Background:

School: Ateneo De Davao University (Philippines)

Course: AB - Mass Communication Major in Broadcasting

Inclusive years: 2000 -2004

PROFESSIONAL EXPERIENCE:

★ CAREER HISTORY WITH SEA OIL PHILIPPINES INC (current employer)

- **Total Number of Service with Seaoil as of 2023 is 12 years**

BRANDED RETAIL MINDANAO COORDINATOR (officer)

2011 - 2013

- KPI - on time and correct placement of orders and administrative work
- In charge of taking and posting fuel orders from the retail officers
- Process reimbursements, subsidies and other administrative work for the department
- Create and monitor data and individual/department performance
- Give support to the frontline officers

BRANDED RETAIL OFFICER

2013-2016

Achievement: Top 20% employee for 3 consecutive years

- KPI : Increase fuel volume and margins of assigned fuel stations
- Handles branded retail Seaoil stations in assigned cluster (Region 11 - Davao del sur, Del Norte, De Oro, Oriental and Agusan del Sur)
- Responsible for growing the business of handled stations - volume and margin. Total number of handle stations is between 15-20 stations.
- Acquire key accounts - cash and credit
- Price monitoring and alignment per station
- Process and submit reimbursements and subsidies
- Implement local and national promos and programs
- Handle and resolve concern station level
- Manage station manpower
- Monitor, maintain and upkeep of station cleanliness and equipment

BRANDED RETAIL MINDANAO - SUPERVISOR - DAVAO AREA

2016 -2018

Achievement: Top 20% employee, Service awardee for 5 years
and SuperBroos awardee (fuel and lubes incentive)

Training: Sales Training program

- KPI: Achieve fuel volume and margins versus target of assigned area
- Handle and manage the Branded Retail Department Davao area (Region 11, 12, Caraga and BARMM)
- Manage Branded Retail Officers in Davao Area
- Monitor the individual and department performance

- Handle and engage mid level concerns and problems
- Provide coaching, training and guidance to the team regarding role and responsibilities and KPIs
- Provide presentations and report to immediate management and head office

BRANDED RETAIL MINDANAO - MANAGER

2018 - present

Achievement: Service Awardee 10 years, Consecutive years of hitting target despite closure of depot for 2 consecutive years

Training: Lean Sigma Yellow belt, Sales EQ and Management program, FSP Leadership program

Others: Currently under CD&A (2022) for promotion as Senior Manager

- KPI: Achieve Fuel and lubricants volume and margins of the Branded Retail Department Mindanao Island
- Handle and Manage Branded Retail Department for the whole Island of Mindanao, total number of stations as of December 2022 is 210 stations
- Direct reporting personnel under my team is 28 and counting
- Manage department personnel, station personnel and business partners/ dealers and operators
- Approving body related to operations, expense, budget and other related matters in our department
- Decision body within and not limited to department operations, related to station operations concerns, budget and expense and manpower concerns
- Spear head on business growth/development of Mindanao based stations, making sure that target set and KPIs are met by the team
- Raise concern/alignment to head office for resolution or if needed rectification
- Suggest framework improvements or enhancement if necessary
- Setting of annual department target and KPIs
- Handles, engage and resolve high level concerns, issues and problems

★ **CAREER HISTORY BEFORE SEA OIL**

PUBLIC RELATIONS OFFICER

2006 -2007

Marco Polo Davao

- Incharge to handle Public Relations work, print ads or display within the hotel, handle media/personalities/government officials

FRONTDESK OFFICER/RECEPTIONIST

2007-2008

Casa Leticia Boutique Hotel

- Receive inquiries, reservations and bookings for the hotel. Handle, assist and receive guests until check out.

FRONTDESK MANAGER/ OIC MANAGER

2008 - 2011

Casa Leticia Business Inn

- Manages the receptionist - personnel, performance, and schedules
- Counter their daily reports per shift
- Manage and handle F&B and housekeeping of the establishment

REFERENCE:

Provide upon request

January 26, 2023

Dear Ma'am/Sir

Greetings!

I am writing this letter to apply and hoping that you will consider my application for any available and vacant position based on my credentials.

Customer service, admin work and even manual labor I am open to pursuing given my years of experience as an employee. I firmly believe and stand that no one should not limit oneself to opportunities just because we have reached a certain achievement or position in our professional career. The years of experience would serve as a base for me to be an asset or a contributor to the company that I will be working with, given the opportunity to be accepted.

In my years of employment (more than 15 years), I have learned and honed with first hand encounters and exposure to different situations or scenarios and people in all walks of life. In rendering oneself to be employed we don't just do it for the pay but also impart what we can do better for the business and customers or clients we give service to. Like with my current position, I have done work beyond my scope of responsibilities to achieve a common goal, do not count the hours of labor beyond working hours and even working during weekends and holidays. In the past year working with Seaoil I have offered to take on multiple roles in order to deliver and meet the KPI of our team or department. The best achievement by far is hitting targets despite the closure of the depot for 2 consecutive years and the hit of COVID 19 or lockdown, we emerged to overcome the challenge by hitting our target beyond 100%.

Every new endeavor would entail new challenges and I am more than willing to undergo training to align myself with the company's goal and standards.

I am here applying for work and not for experience anymore. The goal for employment is to give my family and my children better opportunities and a better future.

I hope to use my skills and knowledge with your company. You can reach me at melaimitre@gmail.com for an interview at your most convenient time.

Sincerely,

Maria Melissa Janice Gaviola Mitre