

# JENNIFER L. CATINGGAN

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Brgy. Camalig Jaro, Iloilo City Philippines 5000

## PROFESSIONAL SUMMARY

Flexible with efficient interpersonal skills. Prioritize projects and multitask effectively to achieve project goals. Methodical and detail-oriented team player with expertise in team leadership. Offering these skills and strong work ethic.

## SKILLS

- Efficient interpersonal skills
- Reliability
- Customer Focus
- Team player
- Time Management

## WORK EXPERIENCE

**Customer Service Supervisor**  
**The SM Store Delgado (Retail Store)**  
**Iloilo City Philippines**  
**August 2012- Present (10 years)**

- Practice People Management by supervising 24 team members with the billspayment transactions.
- Scheduling, coaching & counseling the team member.
- Aligning individual performance expectations with organizational goals.
- Submission of accurate & timely reports.
- Adhere to directions that all implementations of directions are cascaded to all team members.
- Inventory Management by properly monitoring stocks. First In First Out basis. Practice security control measures.
- Monitoring Sales Performance of the Department. Scout for other sales opportunities. Justify the cause of sales increase/decrease. Suggests strategies that will help improve sales.
- Resolve problems that arise, such as customer complaints and supply shortages.
- Display & Housekeeping measures by properly displaying marketing collaterals. Compliance with marketing guidelines. Maintaining cleanliness & orderliness of the areas.

**Assistant Store Manager**  
**Summerlin Foods Corporation (CHOWKING)**  
**Iloilo City Philippines**  
**July 2009- August 2012 (3 years)**

- Assist the Store Manager to achieve the business goals like Food, Service, Cleanliness & Profitability through effective management of the day-to-day activities.
- Food Service Cleanliness Target Achievement by ensuring effective operational implementation of New Product Standards, Procedures, and Processes.
- Assist Restaurant Manager (RM/SM) in crew sourcing, selection, and interview.
- Responsible for the training and development of other management team members.
- Ensure proper implementation of restaurant security programs including cash control system, information security, physical security, and fixed asset management.
- Managing expense reports and reimbursements, reviewing files of payroll to staff.

**Office Clerk**  
**QHP Realty Corporation**  
**Iloilo City Philippines**  
**August 2007- July 2009 (2 years)**

- Perform administrative duties as necessary by answering phone calls, organizing files, and coordinating calendars.
- Filing important documents, such as reports, meeting notes, emails, and letters.
- Updating office records and databases that contain personnel, financial, and office data.
- Processing tenant payments and filing invoices.

**Casual Employee**  
**Commission on Election**  
**Iloilo City Philippines**  
**April 2007- July 2007 (4 months)**

- Filing important documents such as voters' files.
- Updating office records and databases that contain personnel data.
- Assist in preparing materials for the election.
- Facilitate the queue & handle concerns of people who transact business with the office.

**January 2007- March 2007- unemployed**

**Accounting Assistant**  
**Goldendale Foods Corporation**  
**Iloilo City Philippines**  
**June 2006- December 2006 (6 months)**

- Contact vendors about invoicing issues, payment problems & discrepancies.
- Conduct daily audits of sales & report discrepancies & issue loss & breakage reports.
- Provide clerical support to Accounting Department.
- Participates in counting the monthly physical inventory of the assigned Stores.
- Help lighten or lessen the workload of full Accountants, taking care of more minor tasks.

**Store Crew**  
**Dunkin Donut**  
**Iloilo City Philippines**  
**April 2005- June 2005 (3 months)**

- Operates cash registers, greets customers, takes food and drink orders, and completes transactions.
- Do the regular cleaning work stations, brew and grind the coffee, restock cups and food items, and assist bakers.

## **EDUCATION**

Western Institute of Technology  
 Bachelor of Science in Accountancy  
 2002-2006

Iloilo National High School  
 Luna St., Iloilo City Philippines  
 1998-2002

