

ARVIE S. SANTACERA
132 CROSSING DAPUYAN, SAN JOAQUIN, ILOILO
santacruz_arvie@yahoo.com
0999-4848252



Career Objective:

To be a constituent to the growth and progress of an esteemed and stable organization in a challenging role wherein I could contribute and enhance my knowledge and capabilities, which will provide me professional and personal growth.

Professional Profile:

- > Known for a warm personality & sense of humor
- > Ability to work under pressure as a part of the team and comfortable relating to people of diverse culture.
- > Highly motivated and willing to undergo training.
- > Can work Independently.

Work Experience:

Jollibee Lapaz Drive-Thru

Assistant Restaurant Manager 2
Sept. 26, 2016- Present

Duties & REsponsibilities:

Crew Learning Manager

- Assist Restaurant Manger in achieving Hiring process and People deployment to achieve sales target.
- Trains crew and to be effective and efficient to their assigned station or "The ACES in their Places"
- Monitors crew Progress & Implements motivational program to motivate Crew and recognizes their performance.

Drive-Thru Manager

- Assist Restaurant Manager in Achieveing Drive-Thru sales Target by initiating programs & sales initiatives.
- Analyze Programs that can help Drive-thru achieve it's monthly sales and targets.
- Ensures completeness of Drive-thru people and product with zero complaints at all times.
- Manages Good Housekeeping and Drive-thru Cleanliness.

Business Channel Manager

- Assist Restaurant Manager in achieving Business Channel Sales every month.
- Analyze SS programs that can help increase sales
- Ensures zero complaints in all Channels by addressing immdiately noted deviations.

LGU-San Joaquin (DILG Office)

Secretary to the MLGOO
April 01-2015-Sept. 20, 2016

Duties & REsponsibilities:

- Reports to the Municipal Local Government Officer about the Barangay's Meetings, Agendas and Budgets.
- Ensures that reports are complete and accurate before letting it checked by the MLGOO
- Updates Barangay Files every now and then.
- Monthly reporting of all documents to the Regional DILG office

Prime Asia Pawn & Jewelry Shop Inc.

Branch Appraiser (Antique- Branch-Jan .2011-Mar. 2012)

Senior Appraiser-Branch Supervisor (Miagao Branch)

April 2012-March 2015

Duties & REsponsibilities:

- Assist Branch Supervisor in Pawning services
- Appraise Gold items and inform customer of their value
- Ensures safekeeping of pawnable items (gold & gadgets).
- Send monthly reports and sales computation to the head office.

Educational Information:

Tertiary:

West Visyas State University

Bachelor of Science in Hotel & Restaurant Management

SY: 2003-2007

Lapaz, Iloilo, City

Secondary:

St. Louise de Marillac School

SY: 1999-2003

Quezon St., Miagao, Iloilo

Elementary:

San Joquin Central Elem. School

SY: 1993-1999

San Joaquin, Iloilo

Personal Information:

Birthdate: October 26, 1986

Religion: Roman Catholic

Nationality: Filipino

Height : 5'2"

Birthplace: Guimbal, Iloilo

Sex: Female

Status: Married

Weight : 48kls

Trainings& Seminars:

****Customer Approach & Sales Training***

Ms. Claudette Manuz

Prime Asia Pawnshop Inc.

Jaro Iloilo City
June 14, 2013

****Integrated Supervisory Development Training***

Ms. Maria Teresa A. Medina
Prime Asia Pawnshop Inc.-Head Office
Cebu Long Se bldg., Cebu city
Oct. 03-05, 2012

****Diamond & Stones Training***

Ms. Joy F. Catipay
Prime Asia Pawnshop Inc.
Jaro,Iloilo City
Sept. 2012

****NHTS-PR Training & Seminar***

Ms. Trinidad L. Lopez
DSWD-Region VI-Director
Iloilo Grand Hotel,Iloilo City
Aug. 07-10, 2010

Strategic Management & Leadership Training

Jollibee Gen. Luna, Iloilo City
May 6, 2021

Character Reference:

Mary Jo Z. Sornito

Municipal Local Government Operations Officer
Municipality of San Joaquin, Iloilo
0917-779-9931

Rutchel A. Emboltura

Group Manager
Go Group of Companies (Jollibee Foods Corp.)
0919-551-3732

Nezziel Y. Clar

Restaurant Manager
Jollibee Lapaz Drive-thru
Lapaz, Iloilo City
0960-676-7151

I hereby certify that the above information are true and correct at the best of my knowledge and interest.

(MS.) ARVIE S. SANTACERA
Applicant