

JACQUELINE BRAGANZA CAMPOSANO

Email Address: jacquibraganza@gmail.com

Contact No.: +639616217331



PERSONAL SUMMARY:

A highly experienced professional who possess the required level of retail and hospitality management's know how to inspire, lead, develop, and motivate the team. Thereby helping them to achieve outstanding results through living the values, trainings, constant feedback and support. Key qualities includes analytical, good planner, highly responsive to market trends as well as being able to give superb product knowledge and training to the team so that they can deliver the best customer experience. Having a real passion for retail and hospitality industries, with strong desire to exceed customer expectations. Currently looking for a suitable position where I can share my knowledge and learn new skill sets for my betterment and for the success of the organization, at the same time, a company that believes on internal progressions and rewarding achievers.

H&M HENNES & MAURITZ INC. H&M PHILIPPINES
October 22, 2014 - present

STORE MANAGER

Responsible for maximising profitability. Leads managers and organises the store according to H&M values, standards, policies and procedures along with the area team.

- Sales & Profit - Responsible for achieving the sales and profitability of my store by monitoring our daily performance, analyzing and interpreting the trends focusing on our key performance indicators, maintaining high commerciality level, ensuring routines and best practices are being followed at all times with strong emphasis on delivering great shopping experience. Overall responsible in maintaining good stocks level of the store by constantly collaborating with our Merchandisers for the weekly pushes and feedback with our customer profiles. Responsible in ensuring that the store is safe for our customers and employees by always checking store facilities and machines are functioning well at all times.
- People and Team - Ensuring that I have a great team by supporting their individual development plans. To hire the right people and create a succession plan that focuses on honing their talents, leadership skills and living the H&M Values. Responsible for creating my store as a great place to work by having attractive working conditions, following legal requirements and strict implementations of H&M Policies at all times.
- Customer Service - With the use of our products and fashion knowledge to inspire our customers by offering purchasing suggestions and perfect implementations of our store's promotional campaigns, offerings and activities. Coaching my team on customer profiling, product knowledge, current fashion trends, sustainable choices so that they are able to provide an excellent customer experience. Encouraging them to be more engaging and build a strong and lasting relationship with our customers.
- Hiring and Development - Conducts the Assessment Centers for Sales Advisor, Department Manager, Visual Merchandiser and Store Manager positions. Make an Individual Development Plans for each of my store employees, coach, follow up and follow through until they are ready for their next role.
- Learning Circle Member - facilitates classroom and online trainings for ASK ME - Customer Service Training, Feedback for All, Feedback 1 Day, Global Leadership Expectations and Our Culture & Values to all of our employees in the Philippines.
- SM Support - coaches the new store members in opening H&M stores according to H&M standards, helping them during preparations of store opening and assisting them in creating a strong team.
- Mentored numerous positions for Opening Teams for H&M Philippines and Vietnam.
- Trained in H&M Somerset and Vivo Island branches in Singapore.





DIGITAL PARADISE INC. an ePLDT Company
Oct. 6, 2006 – Oct. 30, 2014

AREA MANAGER

- Business Development Manager for 22 company owned branches located in different parts of the Philippines - Overall responsible in the development of business particularly testing new ideas on how to educate Filipino people on using the internet in their daily lives such as in communications, e-commerce, social media and gaming.
- Implement Netopia Standards in the store to maximize selling and profitability
- Hiring, Training & Development Manager - Hires, trains and make an Individual development plans for 100 employees of my area.
- Operations - Ensuring that 2 Café branches are strictly following our Standard Operating Procedures that focuses on Food Quality, Excellent Customer Service and Cleanliness on daily basis.
- Marketing Manager - To create an effective marketing plans and strategies by doing constant customer profiling, competitor's check, market evaluation and on hand communications with our loyal customers, prioritizing their ever changing needs and wants. To make our customers engaging by creating a quarterly online and offline Gaming Tournaments such as DOTA, Dragon Nest, CABAL, Counter Strike, Mercenary Online and even Cost Plays.
- Liason Officer - Responsible in processing our store's permits as well as the annual filing of taxes in BIR.
- Business Consultant of Franchise Stores - Handling 10 franchisees all over the Philippines. Assisting them with the implementations of Netopia's Operating Standards, Marketing Strategies, Hiring and Training of employees, Negotiating for the yearly leasing agreements with landlords, providing the monthly supplies needed with their daily store operations and discussing the yearly Profit and Loss Report and Coaching them on how to improve their business profitability.



MAGIC PIZZA & PASTA CORP. (JOLLIMAGIC FOODS GROUP)
July 7, 2004 - Oct. 5, 2006

ASSISTANT STORE MANAGER

Responsible for the overall daily operations of the store making sure that we follow Jollibee/Greenwich's Standard Operating Procedures upholding the highest quality of Food, Service and Cleanliness at all times. Collaborates with the management team in analyzing monthly performance focusing

KRA: MARKETING MANAGER

Responsible in ensuring that new and on-going in-store promotions are well executed in the store which also includes monitoring, follow up and giving feedback to the Area Manager the feedback on each promotions thus helping the company in the evaluation of each marketing campaign. Conceptualizing new marketing activities that will boost selling that includes cost-benefit analysis, hiring and training marketing crews, selecting target market and post-activity evaluation.

KRA: CUSTOMER SERVICE & MANPOWER MANAGER

Responsible in recruiting, training and development of service crews in the store ensuring that the Jollibee/Greenwich's Standard Operation Procedures are taught and they passes each station's evaluation. Sets and conducts weekly meetings with the team to promote strong team work, introduce new products, and coaches the team in giving best customer service based on Jollibee/Greenwich's standards.



SKILLS

- Business Acumen
- Visual Merchandising
- Agility & Resilience
- Customer Service
- Administrative and Organizational skills
- Recruiting, Training & Development
- Driving Results
- Strategic Thinking
- Building Effective Teams
- Highly Collaborative
- New Store Development
- Food & Beverage
- Health & Safety
- Adaptability and Positive Attitude
- Interpersonal Skills
- Data Analysis

ACADEMIC ACHIEVEMENTS

- JOSE DE VENECIA SCHOLAR
- DEPARTMENT OF SCIENCE & TECHNOLOGY SCHOLAR
- CHEF'S ON PARADE 2000 FINALIST FOR TABLE SKIRTING)
- STUDENT COUNCIL PRESIDENT (MIST, 1996-1997)

EDUCATION

TERTIARY : OUR LADY OF FATIMA COLLEGE (1998-2001)
 BS Hotel & Restaurant Management

MARIKINA INSTITUTE OF SCIENCE AND TECHNOLOGY (1995-1997)
Trade Technical Education Major in Foods Technology (TESDA)

SECONDARY: VICTORINO MAPA HIGH SCHOOL (1991-1995)

PRIMARY: PADRE JOSE BURGOS ELEMENTARY SCHOOL (1984 - 1991)

TRAININGS & SEMINARS ATTENDED

- H&M Refreshed Values (2022)
- Basic Occupational Safety and Health Training for Safety Officer I (June 14-15, 2022)
- Occupational First Aid and BLS-CPR with AED by Philippine Red Cross (Feb 4-5, 2022)
- H&M Everyone is a Leader (2022)
- Strengths Finder Workshop (May, 2021)
- H&M Feedback 360 (2021)
- H&M Leading People in Change (2020)
- H&M Global Leadership Expectations (2019)
- H&M Basic Merchandising (2019)
- H&M Basic Controlling (2019)



- H&M Planning & Synnaps Application (March 5,2019)
- H&M Store Manager Mentor Workshop (2019)
- H&M Staff Planner Training for Super-users (November 2017)
- H&M Feedback for All (2015)
- H&M Feedback for Managers (2015)
- H&M Leadership Training (2015)
- Presentation Techniques (2014)
- Occupational First Aid and BLS-CPR with AED by Philippine Red Cross Training (2016)
- H&M Store Operations Training - Singapore (Oct. 22, 2014 - Nov. 28, 2014)
- Work Attitude and Values Enhancement Program (April 11, 2013)
- Professionalism at Work: Building Self-Esteem and Assertiveness
- Leadership Essentials and Coaching (April 3, 2013)
- Conflict Resolution: Dealing with Difficult People
- Barista Training 101, 102 and Cafe Management (Dec. 12-15, Jan. 4-5, 2012)
- Philippine Barista and Coffee Academy, Inc.
- Salesmanship for Managers (April 2011)
- Economic Acumen (December 2010)
- 7 Habits for Effective Manager (August 2009)
- Managing the Netopia Thumbs Up Experience (August 23-24, 2007)
- Manpower Scheduling Workshop (April 2006)
- Foundation of Store Management (July 7,2004 - Oct. 7,2004)
- F&B and Housekeeping Seminar for Qatar Training (Sept. 23,2000)





Edit with WPS Office

