

MINETTE C. REYES

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PROFESSION

I would like to express my keen interest in a Food Service or Retail set-up, with my extensive background in retail operations as a Starbucks Restaurant Manager and my experience as an Account Manager for Globe Telecom, I am confident that my skills and expertise align well with the requirements of this role.

YEARS OF EXPERIENCE (2009-2021)

STARBUCKS COFFEE PHILIPPINES

BARISTA – 1.8 YEARS

SHIFT SUPERVISOR – 3 YEARS

ASSISTANT STORE MANAGER – 4 YEARS

STORE MANAGER – 3 YEARS

GLOBE TELECOM (2021-PRESENT)

PLATINUM RELATIONSHIP MANAGER – 2 YEARS

OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

QUALIFICATIONS

Exceptional customer service skills

Proven ability to manage and prioritize tasks efficiently to meet customer needs.

Strong problem-solving skills and the capability to handle complex customer inquiries.

Excellent interpersonal and communication skills, vital for building and maintaining client relationships.

Adeptness in working independently, ensuring productivity and meeting targets.

EDUCATION

Trinity University of Asia
Quezon City, Philippines

BS in Hotel and Restaurant Management
2004-2008

PROFESSIONAL EXPERIENCE

As a former Starbucks Restaurant Manager, I gained invaluable experience in managing daily operations, delivering exceptional customer service, and optimizing team performance. My tenure at Starbucks allowed me to refine my communication skills, ensuring that I could consistently meet and exceed customer expectations and me to refine my interpersonal. I understand the importance of building strong customer relationships and ensuring customer satisfaction, which are essential in a Food Service or Retail Supervisor Role.

I am currently connected with Globe Telecom as an Account Manager managing VIP clients. I am responsible for managing a portfolio of corporate clients, providing them with tailored telecommunications solutions, and ensuring their continued satisfaction. This role demanded strong problem-solving abilities, attention to detail, and the ability to work effectively in a fast-paced environment. It also requires me to collaborate with various internal departments to resolve customer issues and deliver seamless service.

I welcome the opportunity to discuss how my skills and experiences align with the needs of the company in more detail.

Thank you for considering my application. I look forward to the possibility of working together and contributing to the success of your team. Please feel free to contact me at +639178526732 or email me at mints.reyes@gmail.com to schedule an interview at your convenience.

References available upon request