

GLENIE JOY C. TARENIO



WORK EXPERIENCE

Shift Manager

Krispy Kreme (April 2022 to August 2023)

- Cleans and sanitize the store including sweeping and mopping the floor
- Delegating and supervising tasks to team members throughout the shift.
- Maintained 100% satisfaction and experience to our guest.
- Responsible for monitoring & ordering raw materials as needed based on the inventory.

Customer Care Representative

UPS International (September 2020 to February 2022)

- Responsible for managing various customer issues mostly shipping and tracking freight packages.
- Handling transactions that are related to billing and collections support, client inquiries, product support.
- Providing excellent customer service by satisfying them with all their inquiries.

Production Facility Dealer

Midori Hotel and Casino (February 2018 to August 2020)

- Responsible for overseeing and operating table games.
- Observing compliance to games rules and regulations.
- Responsible for placing bet and announcement of winners.

Production Office Staff

Kodec Precision Inc. (December 2016 to February 2018)

- Collects, gathers files and maintains all day to day generated in the production process.
- Communicates with other departments concerning schedules, documentations or any data needed.
- General clerical duties including photocopying, fax, mailing and answer inbound calls from other departments.

Dining Staff/Cashier

Pizza Hut (March 2015 to December 2016)

- Present menus to the guests and provide detailed information about the menu and up-sell for additional products.
- Deliver checks and process cash & credit card payments.
- Take accurate food and drinks orders, punch in customer's orders into the POS System and relay orders to the kitchen & bar.

Dining Staff/Cashier

Bon Chon Chicken (May 2014 to January 2015)

- Monitor & ensure high level of cleanliness & maintenance of the restaurant at all times.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Count cash at the beginning of each shift & balance cash drawers at the end of each shift



 14 Churchill Tower South
Harbour St. Ayr, KA7 1JT

 gleniejoyt@gmail.com

 +44 7879 165923



RELEVANT SKILLS

- Customer service oriented
- Communication
- Active Listening
- Time management

EDUCATION HISTORY



Bachelor of Science in Hotel and Restaurant Management **Holy Angel University**

- Dean's Lister
- Awardee, City Mayor Scholar

AWARDS, AFFILIATIONS, AND INTERESTS



UPS Recognition

Perfect Attendance Awardee
April to August 2021

Top Agent Universal Freight Account
October & December 2021

Pizza Hut Recognition

Team Member of the Month
July 2015

CHARACTER REFERENCES



Mrs. Elaine Z. Perez

Assistant General Manager/Krispy Kreme
0905-854-4337

Mrs. Lady Joy Campos

Restaurant Manager/Pizza Hut
0922-800-5720

Mr. Donald Ardillo

Restaurant Manager/Bon Chon Chicken
0905-518-7793