

# Karen Joyce Conde Lapez

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#205 Santo Nino Street, San Antonio Valley 6, San Isidro,  
Parañaque City, 1700 Philippines



## Career Objective

To develop and enhance my work values, communication, competencies, discipline, and spirit of hospitality in my work environment.

## Work Experiences

- **Chief Marketing Officer – Sempliché Furniture Manufacturing**  
May 30, 2023 – Present

Responsibilities:

- Managing the Online Marketing Platform like Lazada and Facebook.
- Looking and communicating for a better logistics to partner with.
- Supervising the movement of every items.
- Listening to the trends of the market and directing the market research efforts of the company.
- Plan and organize marketing functions and operations.

- **Office Admin – Wandergym Inc.**  
August 7, 2023 – December 29, 2023

Responsibilities:

- Managing the Online Marketing Platform like Lazada, Shopee, Website that is connected to Shopify, Instagram and Facebook.
- Coordinating office activities and operations to secure efficiency and compliance to company policies.
- Looking and communicating for a better logistics to partner with.
- Supervising the movement of every items.
- Keep stock of office supplies and place orders when necessary.
- Manage online inquiries, phone calls and correspondence (E-mail, delivery packages ETA) using MS Office.
- Book keeping databases likes finances, stocks, revenue, and order list in all Warehouse.
- Submit timely reports and prepare presentations/proposals as assigned.
- Assist colleagues whenever necessary.

- **Baker – Farmery Deli**  
July 1, 2023 – August 6, 2023

Responsibilities:

- Measuring and combining ingredients and using mixers, blenders, heat sources, and other equipment to make baked goods, such as cookies, cupcakes, cakes, etc.
- Decorating and displaying finished products.
- Testing ingredients and finished goods to ensure that each item meets food safety and quality controls.
- Keeping records relating to deliveries, inventory, production levels.
- Cleaning and restocking workstations and ensuring that all equipment is sanitized and prepared for the next shift.
- Washing all the used equipments, baking pans, mixing bowls etc.
- Communicating to the purchasing department for the requests of 86 ingredients, and cake boxes.

- **Customer Service Representative – Sitel Baguio**  
October 2020 – February 2022

Responsibilities:

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that I can answer questions.
- Precessing applications, billing, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating anf coordinating with colleagues as necessary.
- Ensure customer satisfation and provide professional customer support.

- **Assistant Cook- Jewel Café and Foodhaus**

December 2019 – May 2023

Responsibilities:

- Preparing and cooking food according to recipes and meal plans as directed by the Head Cook
- Preparing food items for storage using methods such as canning, freezing, dehydrating, or pickling.
- Preparing ingredients for cooking, including chopping, slicing, dicing, mincing, blending, and grinding.
- Following established procedures for food preparation, including safety standards for storing, handling and preparing food.
- Cleaning and sanitizing kitchen equipment and utensils after use.
- Cleaning dishes, pots, pans, and utensils after they have been used in cooking or serving food.

- **Cook - Hardin**

October 2019 – December 2019

Responsibilities:

- Preparing and assembling ingredients for menu items.
- Preparing high quality meals, pizzas and salads according to company recipe.
- Frying chicken, making pizzas and fresh salads.
- Storing excess food at the correct temperature in order to avoid spoilage.
- Ensuring that food portions and food presentation meet company standards.
- Monitoring supplies and re-ordering stock as needed.
- Cleaning and sterilizing food preparation areas.
- Assisting other cooks to ensure that food orders are completed in a timely manner.
- Ensuring that food health and safety regulations are followed.

- **Housekeeper – Upstairs Bed and Bath**

April 2018 – June 2018

Responsibilities:

- Clean and tidy up bed and bath rooms, hallways, stairs, and common areas.
- Dust and polish various surfaces and furniture.
- Vacuum, sweep and mop floors.
- Empty trash bins.
- Change linens and towels and replace toiletries.
- Restock cleaning supplies in the hand cart.
- Report any issues that require maintenance.

- **All around Waitress - Joie De Vivre**

August 2016 – November 2016

Responsibilities:

- Provide customers with menus.
- Take customer orders and relay this to kitchen.
- Cook and Serve food.
- Make beverages like Juices, Coffee, and Milk Tea for the customers.
- Listen to any complaints that patrons have and address them appropriately.
- Prepare bills and process payments.

## **Trainings and Certificates**

- **Certificate of Employment** (Sempliché Furniture Manufacturing – January 2024)
- **Certificate of Employment** (Wandergym Inc., - December 2023)
- **MS Excel Essentials: A Comprehensive Masterclass** (Uniathena, Dec. 2023- Webinar)
- **LaunchPad Activate: A Start-Up Safari** (Ateneo de Davao University, Dec. 2023-Webinar)
- **Psychfluence: Boosting Business & Consumer** (DTI-Laguna, December 2023-Webinar)
- **Marketing Management** (Knights of Online Marketers, November 2023-Webinar)
- **Certificate of Employment** (Jewel Café and Foodhaus, May 2023)
- **Bread and Pastry Production NCII – National Level** (TESDA, September 2019)
- **On the Job Training – Trainee** ( Chalet Baguio, July 2019)
- **Pre-deployment Seminar – Participant** (University of Baguio, March 2019)
- **Marketing Collaterals in Skills Olympics – Competitor** (University of Baguio, March 2019)
- **Master Chef Series 8 – Seminar Participant** (University of Baguio, February 2019)
- **Current Trends in Coffee Brewing** (University of Baguio, May 2016)
- **Current Trends in Culinary Arts** (University of Baguio, May 2016)

- **Sommelier** (University of Baguio, May 2016)
- **Life in Cruise Ship** (University of Baguio, May 2016)
- **Guest Services in Food and Beverage Industry** (University of Baguio, April 2016)

## **Education**

### **University of Baguio**

Bachelor of Science in Hospitality and Restaurant Management  
 Major in Management  
 June 2013 – July 2019 Undergraduate  
 Tertiary

## **Skills**

- Computer Skills
- Maintaining Internal Database
- Book Keeping
- Inventory Management
- Operating PMS and POS
- Bed Making
- Baking
- Barista
- Cooking
- Event Planning
- Customer Service

## **Personal Information**

- Age: 28 years old
- Birth date: September 12, 1995
- Gender: Female
- Civil Status: Single
- Language Spoken: Ilokano, Tagalog, English

## **Character Reference**

### **Mr. Dennis Cariño**

Chef  
 09951486528

### **Mr. Gian Patrick Orpilla**

CSR  
 09612541720

### **Ms. Jessica Cariño**

Business Owner  
 09565410939

### **Mr. Mark Dave Lamorena**

Coach  
 09153001483