

Juvy C. de Lugar

Veramont Residence, Mabolo Cebu City 6000

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PERSONAL INFORMATION

Permanent Address : Veramont Residence, NRA, Mabolo Cebu City 6000
Birthdate : April 9, 1985
Birth Place : Cebu City, Philippines
Height : 5'5 ft.
Weight : 124 lbs.
Sex : Female
Civil Status : Married
Religion : Roman Catholic
Nationality : Filipino

SPOUSE

Beneficiary Name : De Lugar, Wilmar S.
Permanent Address : Graje Antipolo Medellin, Cebu City 6
Mobile No. : (63966) 188-6395

CHILDREN

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| De Lugar, Anne Nicole | Birthdate: May 26, 2006 Birth Place: Chonghua Hospital Cebu City |
| De Lugar, Andrea Nate | Birthdate: February 04, 2013 Birth Place: Chonghua Hospital Cebu City |
| De Lugar, Aneeka Naomi | Birthdate: July 09, 2015 Birth Place: Perpetual Succour Hospital Cebu City |

EDUCATIONAL BACKGROUND

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| Elementary | Year |
| School: Mandaue City Central School | 1992 - 1998 |
| Secondary | |
| School: Mandaue City Comprehensive National High School | 1998 - 2002 |

College

Course: Bachelor of Science in Office Administration
School: University of San Carlos – Main Campus

2002 - 2007

Course: Masters of Business Administration
School: Southwestern University - PHINMA

2017

EMPLOYMENT HISTORY

Position: Assistant Restaurant Manager

**Company: Luy's Classic Tea House
(Authentic Hong Kong Cuisine)**

**Address: APM Mall, Andres Soriano Ave.,
North Reclamation Area,
Mabolo Cebu City 6000**

Date: August 28, 2018 to October 16, 2023



Job Description / Duties and Responsibilities:

- -managed all areas of restaurant to keep it clean and well- maintained.
- -Immediately resolved issues with patrons by employing careful listening and communication skills.
- -Identified team weak points and implemented corrective actions to resolve concerns.
- -Motivated staff to perform at peak efficiency and quality.
- -Handled escalated customer concerns with speed and knowledgeable support to achieve optimal satisfaction and maintain long-term loyalty.
- -Maintain kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment.
- -Kept restaurant compliant with all federal, state, and local hygiene and food safety regulations.

Position: Unit Manager - Nippon Ramen

Company: SSP Mactan-Airport International Airport

Address: Cebu Airport International Airport, Airport Road Lapu-Lapu City

Date: May 2018 to August-2018

- Ensuring incoming staff complies with company policy
- Training staff to follow restaurant procedures
- Maintaining safety and food quality standards
- Keeping customers happy and handling complaints
- Organizing schedules
- Keeping track of employees' hours
- Recording payroll data
- Supervising daily shift operations
- Ensuring all end of day cash outs are correctly completed.
- Coordinating daily front- and back-of-house restaurant operations



- Controlling operational costs and identifying ways to cut waste.
- Appraising staff performance
- Interviewing/recruiting new employees.
- Interacting with guests to get feedback on product quality and service levels

Selling Department Manager

Company: SM Department Store-MLC

SM Seaside, Cebu South Coastal Rd

Ladies Shoes and Bags

Date: January 9, 2018 to May 9, 2018



- Sales Management (Leading and motivating a team to achieve the store's monthly sales goal for the branch.)
- Cash Management (Ensuring compliance with all cash handling standards and procedures)
- Merchandise Management
- Maintains store cleanliness and ensures full stock with clear price tags and promotions.
- People Management (Recruiting, training, developing, scheduling, and supervising teams as well as designating tasks and responsibilities)
- Support Requirements (Coordinate and attend monthly meetings with mall administration and support groups for any branch concern)

Position: Assistant Restaurant Manager -2

Company: Jollibee Foods Corporation-Jollibee Lahug

Address: #119 Gorordo Avenue, Lahug Cebu City 6000

Date: October 2010 to July 2017



Job Description / Duties and Responsibilities:

- In charge as a Crew Training Manager (CTM).
- In charge as a Sales Marketing Officer (SMO).
- In charge as a Service Quality Manager (SQM).
- Accountable for the liquidation & processing of all expenses incurred by the store.
- In control of keeping all documents are in a safe place.
- Responsible for the cleanliness of our customer area.
- In charge of plotting schedules of the service crew.
- Liable for transmitting store documents to Accounting – main office.
- Take charge of ordering office supplies.
- Creates marketing strategies such as Jollibee Kids Party & 2nd TC.
- Conducts customer survey to get some feedback & concerns out from what they experience in the store.
- Updates store promos/ tie-ups with its time validity.

- Conducts weekly inventory of utensils, spray bottles & bussing belt of dining crew.
- Exercise monthly inventory of (Jollibee) toys.

**Position: HR - ADMIN ASSISTANT
(Recruitment-Placement Team)**

Company: Sykes Asia Incorporated

Address: F. Cabahug St., Mabolo Cebu City, Philippines

Date: May 2010 to August 2010



Job Description / Duties and Responsibilities:

- Conduct job offer for new hires (discuss contracts & government and bank forms).
- Make a trainer pack (list of the names of new hires) for the Trainer's list.
- Create an IT & IS profile for new hires.
- Office clerical: photocopying & filing.
- Encoding of data.
- Receiving the pre-employment requirements.
- Conduct background investigation of new hires.

Position: Telesales Executive / Admin Assistant

Company: Live2Sell Group of Companies

Address: Hyundai Bldg., A.S. Fortuna St., Banilad, Mandaue City, Philippines

Date: October 2009 to April 2010



Job Description / Duties and Responsibilities:

- Setting an appointment for prospects to attend an event.
- Create reports: (DAILY and EVENT PRODUCTION, EVENT DATABASE, HOURLY SALES REPORT, ATTENDANCE)
- Assist the Team Leader (monitor agents)

Position: Front Desk Officer / Receptionist

**Company: Convergys Services Philippines Corporation
under Soliman Security Services Incorporated**

**Address: Paseo San Ramon Arcenas Estate,
Banawa Hills, Cebu City, Philippines**

Date: October 2007 to October 2009



Job Description / Duties and Responsibilities:

- Answering the visitors inquiries.
- Monitored the Facilities Service Request and CCTV cam.
- Taking pictures and printing the ID Badge of agents, TL's, OM's and supervisors
- Sorting incoming calls on multi-lines telephones and transferring calls

- Directing visitors to their destinations
- Coordinates w/ security functions for an organization by verifying employee identification, issuing visitor passes, and by observing and reporting any unusual or suspicious persons/ activities.

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| TRAININGS / SEMINARS ATTENDED |
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Duration: August 14, 2009 to August 15, 2009
 Address: Convergys IT Park 2 Cebu City, Philippines 6000
 Title: Work Attitude & Values Enhancement

Duration: February 21, 2011
 Address: Training Room, Regional Business Office/RBU Cebu City, Philippines 6000
 Title: Basic Operations Training Program

Duration: March 29, 2011 to March 31, 2011
 Address: Conference Room, Regional Business Office/RBU Cebu City, Philippines 6000
 Title: Systematic Consultative Selling

Duration: February 17, 2016
 Address: Jollibee-Parkmall Mandaue, Cebu City, Philippines 6014
 Title: JKP/Jollibee Kids Party Service & Sales Management Seminar

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| CHARACTER REFERENCES |
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M' Arlene Andao
 Area Manager
 Jollibee Foods Corporation
 Tel. No.: (6332) 266 – 3800

M' Araceli Jayne Canonigo-Culibra
 Chairperson of Fine Arts Dept
 USC-Talamban Campus
 Tel No.: (6332) 230 – 0100
 Mobile No.: 0916-700-7047

M' Elsie Mercadal
 ADMIN OFFICE/HR
 LUY'S CLASSIC TEA HOUSE
 Tel. No.: (6332) 238-8887



 Applicant's Signature