



JOSE EMMANUEL G. LOPEZ

Address: St. Francis Park Subd. Tanque, Roxas City

Email add: jlopez1830@gmail.com

Contact #: +639070082922

CAREER OBJECTIVES

To be trained within a growing organization that challenges and the opportunity to grow with the company. I also wish to contribute my current skills attending to client's needs and maintaining a professional demeanor to your company.

CORE COMPETENCIES

- Communications
- Customer Service
- Relationship building
- Adaptability skills
- Self motivation and ambition
- Enthusiasm and the ability to learn quickly
- Problem-solving skills

PROFESSIONAL EXPERIENCE

IQOR PHILIPPINES

Technical support representative, July 2023-

Present, Iloilo City, Iloilo

- Identifies, investigates, and resolves users problems with computer software and hardware.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.

MCDONALD'S PHILIPPINES

1ST Assistant Manager, June 2018- November 2021

Roxas City, Capiz

- Provide leadership to crew and other managers during a shift to ensure Guest demand is captured and great QSC is delivered to our Guest.
- Run informative energetic shift huddles.
- Energize the team throughout the shift.
- Take action to meet the guest demand while ensuring that the team is meeting McDonald's standards, monitor safety, security, and profitability and communicate with the next Shift Manager to help prepare him/her to run a great shift, too.
- Inventory before and after shift.
- Maintains staff by recruiting, selecting, orienting, and training employees. •
- Mentoring new hires.

PAROLA BY FLAT ROCK

Waiter, December 2022 – May 2023

- Greet customers and hand out menus.
- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform customers of any specials.
- Deliver meals and beverages to tables when they have been prepared.
- Check that customers are satisfied with their meal.
- Prepare the bill for tables when requested.
- Cash up bills and ensure that the correct amount has been paid.
- Administer change to tables if needed.

CIVIL AVIATION AUTHORITY OF THE PHILIPPINES

Airport I, May 2016- March 2018 Roxas

City, Capiz

- Assemble and install airport communications systems, such as radios and navigational aids
- Maintain airport lighting systems and ensure they are in good working order
- Carry out routine inspections of airport systems to detect and rectify faults
- Identify faults in electrical and mechanical systems, and repair or replace faulty parts
- Install, test and maintain security systems, such as closed-circuit television cameras
- Carry out preventative maintenance and repairs to airport buildings and equipment

KAPIS MANSION

Waiter, June 2014 – February 2016

Roxas City, Capiz

- Greet guests as they arrive at a hotel.
- Food preparation and food & service delivery in accordance with existing cleaning schedules and standards.
- To work within hospitality operating procedures.
- Ensure that bar and catering facilities are made secure when not in use.

- Responsible for cleaning and reporting any safety hazards to the homeowner or manager in charge.

SAN ANTONIO RESORT

On job training 2 (400hrs), December 2017- March
2018 Roxas City, Capiz

- Greet guests as they arrive at a hotel.
- Food preparation and food & service delivery in accordance with existing cleaning schedules and standards.
- To work within hospitality operating procedures.
- Ensure that bar and catering facilities are made secure when not in use.
- Responsible for cleaning and reporting any safety hazards to the homeowner or manager in charge.

BORACAY PENINSULA RESORT

On job training 1 (300hrs), March- April
2014 Malay, Aklan

- Greet guests as they arrive at a hotel.
- Food preparation and food & service delivery in accordance with existing cleaning schedules and standards.

- To work within hospitality operating procedures.
- Ensure that bar and catering facilities are made secure when not in use.
- Responsible for cleaning and reporting any safety hazards to the homeowner or manager in charge.

EDUCATION

Elementary

Buntog Elementary School (2001- 2008)

Secondary

St. Martin Academy (2008-2010)

Capiz National High School (2010-2012)

College

Bachelor of Science in Hotel and Restaurant Management- Hercor College (2012- 2018)

SEMINARS AND WORKSHOPS

- **FOOD AND BEVERAGE SERVICES NC II**
DECEMBER 2014
HERCOR COLLEGE, ROXAS CITY, CAPIZ
- **HOTEL MANAGEMENT SUITE FOLIO PLUS**
OCTOBER 2015
HERCOR COLLEGE, ROXAS CITY, CAPIZ
- **LEARNING THE ART OF SPECIALTY COFFEE BREWING**
AUGUST 2017
HERCOR COLLEGE, ROXAS CITY, CAPIZ
- **BASIC PEOPLE CLASS**
CLASS #174
OCTOBER 15, 2018
ILOILO CITY
- **FEEL GOOD MOMENTS WORKSHOP**
CLASS #18
NOVEMBER 07, 2018
MAKATI CITY

- **SHIFT MANAGEMENT EXCELLENCE COURSE SMX**

CLASS#169

NOVEMBER 13-16, 2018

MAKATI CITY

- **INTRODUCTION TO DEPARTMENT MANAGEMENT COURSE IDM**

CLASS# 59

OCTOBER 21-25, 2019

ILOILO CITY

- **MANDATORY VIRTUAL OCCUPATIONAL SAFETY AND HEALTH CLASS FOR RESTAURANT SAFETY MANAGERS**

CONTROL NO. RSM 2021-1923

JULY 08, 2021

MCDONALD'S STORE ROXAS CITY

PERSONAL INFORMATION

Gender: Male

Status: Married

Date of birth: December 30, 1995

Age: 27

Height: 5'11

Weight: 80kgs

Spouse: Judy Ann D. Lopez

REFERENCES:

1. Mr. Charlie H. Moajie

CSIS Supervisor CAAP Roxas Airport

09955359748

2. Mrs. Cheny R. Arrojado

HRM Department Head Hercor College

09107511634

3. Mrs. Salve Regina O. Ambion

RESTAURANT MANAGER McDonad's Roxas City

09505094116

I declare that the above facts by me are true to the best of my knowledge and
belief.

Jose Emmanuel G. Lopez