

BEVERLY ANN G. MIRANDA

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Objective

To commit myself and to put my utmost talent and skills to every task that I'm going to perform and to the best of my capacity to apply all the skills and knowledge acquired. Intend to do quality for whatever work I may be assigned. For I believe that "Quality, Work, Honesty and Dedication" is the personal satisfaction of an individual. Aim to keep improving myself and continuously cultivate my skills/knowledge and gain additional experience.

Skills

- Attention to detail
- Excellent customer service
- Physical strength and stamina
- Strong analytical and problem-solving skills
- Good interpersonal and communication skills
- Ability to multi-task and work independently
- Ability to work in pressure and excellent time management abilities

Experience

- **Homeworld Shopping Corporation | Las Piñas City, Philippines** Jul. 2016 - Present
Department Manager
 - Communicating with other department managers to ensure that all departments are stocked with the latest products
 - Maintaining records of sales data to analyze trends, identify problem areas, and plan for future growth
 - Determining which products will be best marketed to meet specific goals, such as increasing profits or increasing brand awareness
 - Monitoring inventory levels to ensure that stores are adequately stocked with products
 - Training new employees on company policies and procedures for their positions
 - Assigning tasks to employees based on their strengths and weaknesses
- **Abenson Ventures, Inc. | Sta. Rosa Laguna** Dec. 2014 - Jul. 2016
Sales Supervisor
 - Understand customer needs and offer solutions and support
 - Organize and coordinate sales representatives schedules
 - Recruit, hire, and train new sales representatives
 - Supervise sales representatives and assistants
 - Answer potential customer questions and follow-up call questions
 - Track weekly, monthly, and quarterly performance and sales metrics
- **Yellow Cab Food Corporation | Alabang, Philippines** Mar. 2014 - Sept. 2014
Restaurant Manager
 - Oversees food preparation, ensuring compliance with health, safety, food handling, and hygiene standards.
 - Ensures customer satisfaction with all aspects of the restaurant and dining experience.
 - Handles customer complaints, resolving issues in a diplomatic and courteous manner.
 - Manages inventory and purchases food and supplies.
 - Collaborates with chefs to develop appetizing menus.
 - Prepares and submits operations reports and other documentation requested by the regional manager.
- **Homeworld Shopping Corporation | Pasay City, Philippines** May. 2012 - Jan. 2014
Department Manager
 - Developing and implementing departmental policies and procedures to ensure efficient operations
 - Coordinating with upper management to develop budgets and funding plans for projects
 - Training new hires on company policies and procedures to ensure compliance with standards
 - Overseeing the work of staff members to ensure that they are performing their duties in accordance with company standards
 - Reviewing staff performance to ensure that employees are meeting their job requirements

- **Jollibee Foods Corporation | Pasig City, Philippines** Dec. 2006 - May. 2012
2nd Assistant Restaurant Manager
 - Implementation and assurance of compliance on Food, Safety and Cleanliness Programs for the assigned area;
 - Day-to-day operations effectiveness of Dine-In and Take-Home Sales Services; Ensures customers' needs are attended to promptly;
 - Sales building initiatives by providing leadership support to Restaurant Manager through client business relations for assigned institutional accounts and customer engagement;
 - Assessment of opportunities in operations and cost management to ensure sales and growth targets are met, if not exceeded;
 - Workforce management of the assigned store, which includes manpower planning, hiring and orientation/certification of new members in the team, managing of schedule and shifts;

- **Digital Telecommunication Philippines, Inc. | Kawit Cavite, Philippines** Aug. 2006 - Dec. 2006
Credit And Collection Staff
 - Supervise outstanding account balances
 - Commence appropriate actions to ensure collection of slow paying or offending balances
 - Keep management informed of credit and collection activities and take action prescribed by senior management to tackle issues raised
 - Assist customers to resolve account problems emanating from incorrect billing, inaccurate information, improper delivery, slow payments, etc.
 - Document all updates and acquired information on accounts.

- **American Data Exchange Corporation | Las Pinas City, Philippines** Feb. 2005 - Aug. 2006
Business Process Associate
 - Calculate premiums, face amount, and dividends of existing insurance policy
 - Provide contract, inquiry and quote to insurance agent for both Financial and Non-Financial transaction
 - Work with producers/owners to attend to financial and non-financial concerns on policy contracts
 - Provide pre and post follow up requirements for insurance change application
 - Update or change address and/or contact number of policyowners
 - Review requirements for duplicate policy contracts
 - Such other duties and functions as assigned by Operations Management

- **Cable link | Philippines** May. 2004 - Dec. 2004
Credit And Collection Staff
 - Supervise outstanding account balances
 - Commence appropriate actions to ensure collection of slow paying or offending balances
 - Keep management informed of credit and collection activities and take action prescribed by senior management to tackle issues raised
 - Assist customers to resolve account problems emanating from incorrect billing, inaccurate information, improper delivery, slow payments, etc.
 - Document all updates and acquired information on accounts.

Education

- **University of Perpetual Help Rizal** 2000-2004
Bachelor of Science In Computer Science
College Graduate

Training Attended

- **Values Integration And Enhancement Workshop**
Jollibee Foods Corporation August 3-4, 2010 Pasig City, Philippines
- **Project Management**
Jollibee Foods Corporation July 27-28, 2010 Pasig City, Philippines
- **Cash Control System**
Jollibee Foods Corporation April 2007
Imus Cavite, Philippines
- **The 7 Habits Of Highly Effective People**
Jollibee Foods Corporation September 19-21, 2007 Ortigas, Pasig City, Philippines