



DEXTER L. GAON

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PROFILE

Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Adapt in analytical thinking, strategic planning, leadership, and management of staff and procedures. With experience in strengthening compliance, improving processes, and elevating output, quality and customer satisfaction.

CHARACTER REFERENCES

Jeffrey Hitosis

Senior Software Engineer
#0915 475 2405

Maggielyn B. Bacanto

HR Assistant
#0936 555 7984

Shella Sandoval

Assistant Manager
#0917 306 0679

EDUCATION

Batangas State University – Lipa City Batangas
BSBA Marketing Management (2007 – 2011)

WORK EXPERIENCES

Ace Hardware Philippines Inc. – Store Supervisor

SM Lemery, Lemery, Batangas 11/2021 – 07/2022

- Overseeing the whole branch operations from cashiering, selling & customer service to achieve given sales target and goals.
- Preparation of inventory management (SKU's), generation of Profit & Loss, and creating contingency plan to minimize losses.
- Strategic planning to enhance employee's skills to create diversity.

Grabit Food Inc. (Jollibee Franchise) – Assistant Restaurant Manager

Makiling, Calamba City, Laguna 08/2019 – 03/2020

- Recruiting, training and supervising staff.
- Ensuring compliance with licensing, hygiene, and health and safety guidelines.
- Responds customer inquiries and complaints.

Thive Pte. Ltd. (previously Fedelco Enterprises LLP)- Retail Supervisor

Singapore, Singapore 08/2016 – 09/2018

- Ensure compliance with the policies, procedures, and standards.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Review operational records and reports to project sales and determine profitability.

Carson Foods Corporation (Chowking PH Franchise) – Restaurant Manager

Lipa City, Batangas 08/2013 – 07/2016

- Monitoring compliance with health and fire regulations, regarding food preparation and serving.
- Maintain food preparation methods, portion sizes, garnishing and presentation of food is presented in acceptable manner.
- Review financial and operation transactions to ensure that expenditures are authorized and within the budget.
- Establish standards of personnel performance and customer service.

SKILLS

- Continues Improvement
- Strategic planning
- Customer service
- Team leadership
- Stress and crisis management
- Time management
- Strong communication
- Integrity