

# Ezner Laurenz Cabanayan

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## PROFESSIONAL SUMMARY

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Dedicated and Results-oriented professional with a strong background in the fast-food industry, offering less than two years of experience as an Assistant Restaurant Manager at Joy Foods Corp., a Jollibee Foods Corp. franchisee, and over two years as a Quality Assurance Officer for CPF Phils. Corp. In my current role as a Restaurant Systems Officer at Scotland Food Group Corporation, I lead in performing operations analysis, collaborating with stakeholders for system improvements, and meticulously documenting policies and procedures, showcasing a unique blend of operational expertise and systems-oriented proficiency. Eager to leverage this diverse skill set to excel in a Fast-Food Supervisor position and contribute to the continued success of your team.

## WORK EXPERIENCE

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### Restaurant Systems Officer

Oct 2023 - Present

Scotland Food Group Corporation (Bonchon Philippines) • Quezon City, Philippines

- Conducts examination of business operations to pinpoint areas in need of enhancement.
- Works closely with various stakeholders, both internal and external, to validate the system and confirm alignment with existing initiatives.
- Creates documentation for the implemented system's policies and procedures, ensuring that all records are regularly updated.
- Assesses the operational processes and systems of the unit, ensuring alignment with the standard processes mandated and observed by the company.
- Formulates or adjusts the unit's operational processes, program metrics, and tracking measures, providing progress reports and suggesting recommendations for process enhancements.
- Manages POS integration processes.

### Quality Assurance Specialist

Jul 2021 - Sep 2023

Charoen Pokphand Foods Philippines Corporation • Pampanga, Philippines

- Conduct annual audits on all Chicken Star/Five Star branches in the Luzon region, ensuring compliance with company standards and identifying areas for improvement.
- Develop and optimize operations manuals for the comprehensive training of store personnel and owners, enhancing overall efficiency and consistency.
- Attend and assist in store openings, playing a key role in ensuring smooth operations and adherence to established standards during the launch phase.
- Conduct thorough training sessions for store personnel in newly opened locations, focusing on operational procedures and customer service standards.
- Effectively handle customer feedback in accordance with company policies and guidelines, demonstrating strong interpersonal skills and performing customer recovery to maintain customer satisfaction.

## **Assistant Restaurant Manager**

Sep 2019 - Jun 2021

Joy Foods Corporation (Jollibee) • Aurora, Philippines

- Supervise and coordinate the activities of dedicated teams engaged in food preparation and portioning, ensuring adherence to quality standards.
- Conduct inclusive training sessions for staff, covering job duties, cleaning practices, and safety procedures to enhance team skills and performance.
- Manage inventory effectively, estimating and ordering ingredients and supplies as needed to maintain optimal stock levels.
- Enforce strict food service and quality control measures to guarantee customer satisfaction and uphold organizational standards.
- Proactively address customers' complaints or concerns, and make certain that issues are appropriately attended to, resolved, and successfully regain the customer's satisfaction.
- Maintain records of stock levels, repairs, sales, and wastage, contributing to operations and inventory management.
- Prepare and submit detailed reports on various aspects of operations, offering valuable insights for continuous improvement.
- Establish and optimize work schedules to maximize efficiency and productivity within the team.

## **EDUCATION**

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### **Bachelor of Science in Food Technology**

Aug 2015 - Jul 2019

Central Luzon State University • Nueva Ecija, Philippines

**Thesis Title:** Development of Shelf-Stable Cream Based Coffee Liquor Using Arabica Coffee Beans

## **SKILLS**

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- Ability to comprehend and apply instructions with ease
- Ability to provide critical decision based on the situation to minimize adverse effect to operation
- Ability to prepare graphs and spreadsheets to portray results
- Ability to manage time accordingly to optimize output
- Ability to conduct timely store audit focusing in GMP, HACCP and Customer relations