

# MC KELVIN SEGISMUNDO ADVENTO

2-3548 old Okanagan highway West Kelowna V4T 1N7

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## PROFESSIONAL SUMMARY

- Currently working as Shift Supervisor/Assistant Manager in Tims Hortons.
- Years of extensive experience in customer service and received a bunch of recognition.
- Supervised in sales and customer service.
- Best Overall Restaurant Team Member of the year for a fast-food chain.
- Restaurant Shift Supervisor/Team Leader in Kentucky Fried Chicken (KFC).
- Sales Executives and Manager in JBRR General Merchandise.
- Completing Bachelor's Degree of in Business Administration- Major in Marketing
- Designated to train the new staff member; Identified their strengths and weaknesses of the team member; Delegated tasks according to their skills and understanding; Monitored their task and help them to improve their skills.
- Well manage the overall performance of the restaurant.

## AREAS OF EXPERTISE

- |   |  |  |
|---|--|--|
| • Works efficiently within deadlines              | • Positive Attitude                              | Interpersonal Skills                       |
| • Efficient in Event Management                   | • Excellent in basic computer troubleshooting    | • Excellent in Sales Management            |
| • Accurate and balanced cash handling Flexibility | • Excellent in Floor Control and Quality Control | • MS Office and Adobe Photoshop Proficient |
| • Approach  |  |  |

## CAREER EXPERIENCE AND JOB RESPONSIBILITIES

**TIM HORTON'S**  
2330 Hwy 97 S, West Kelowna, BC, Canada V4T 2P3

**August 2021- Present**

### **Food Service Supervisor/ Assistant Manager**

- Supervise and co-ordinate activities of staff who prepare and portion of food.
- Estimate and order ingredients and supplies.
- Ensure food service and quality control.
- Maintain records of stock, repairs, sales, and wastage.
- Establish methods to meet work schedules.
- Train staff in job duties, sanitation, and safety procedures.
- Hire food service staff.
- Address customer's complaints or concerns.

**JBRR GENERAL MERCHANDISE**  
**Brgy. Kapasigan, Pasig City, Philippines**

**2016-2020**

**Sales Executive/ Manager**

- Coordinating the sales team by managing schedules, filing important documents and communicating relevant information.
- Managing deadlines and progress across the team to ensure the product is delivered on time and on budget.
- Collaborating with clients or employers, finance teams and other team members on budgeting and allocating funds.
- Instruct staff on how to handle difficult and complicated sales.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Examine merchandise to ensure that it is correctly priced and displayed and it functions as advertised.
- Plan budgets and authorized payments and merchandise returns.

**PART TIME HAPPY COOL GAMES & AMUSEMENT CORP. (PCSO)**  
**Southern NCR, Paranaque City, Philippines**

**February-September 2019**

**Verifier**

- Verification of all winning tally sheets for everyday draw from STL Pares Game.
- Approval for paying the winners.
- Checking all substation computation for total amount of payout.

**KENTUCKY FRIED CHICKEN (KFC)**  
**Shaw Boulevard, Mandaluyong City, Philippines**

**2012-2015**

**Team Leader**

- Operated a cash register, Helped customers through ordering processes.
- Managing cash department.
- Train new hired employees.
- Delegating tasks to appropriate team members
- Efficient in paper works to maintain the standard of the restaurant.
- Possessed great hospitality skills; Providing answers to queries presented regarding restaurant basics.
- Keeping the whole restaurant clean.
- Taking orders through delivery.
- Inventory stock and reorder when inventory drops to specific level.
- Monitor sales activities to ensure that customers receive the satisfactory service and quality goods.
- Enforce safety, health, and security rules.

**EDUCATION**

- **Bachelor of Science Business Administration *major in Marketing***  
Jose Rizal University Mandaluyong City, Philippines

**2014-2017**

## **SEMINARS / TRAININGS / ORGANIZATION**

- Member of Program and Technical Department for a Culminating Business Project at Jose Rizal University under Professional Employment Program of Ayala Education.
- Completed Professional Employment Program of Ayala Education Inc. at Jose Rizal University.
- YOUNG MARKETERS' ASSOCIATION at Jose Rizal University.
- Student Athlete Scholar-Member of JRU PEP SQUAD.

## **CHARACTER REFERENCES**

**Ralph Pineda JBRR, General  
Manager**

[jbrr.generalmerchandise@yahoo.com](mailto:jbrr.generalmerchandise@yahoo.com)

**Janylin Dela Paz Tim Hortons, Former Manager**

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