

Arianne Kate H. Raymundo

B11 L31 A Sapphire St. Adelina 1A Brgy. San Antonio,
San Pedro Laguna, Philippines, 4023

Mobile No.: (+63) 945-721-6339

Email Add: ariannekateraymundo@gmail.com

Skype: [@ariannekateraymundo@gmail.com](https://www.skype.com/people/ariannekateraymundo)



EDUCATIONAL BACKGROUND

College

Course: Bachelor of Science in Information Technology
School: Lyceum of Alabang
Address: Muntinlupa Alabang

Year [From] - [To]

2014-2016

Course: Bachelor of Science in Business Administration
Major in Business Management
School: University of Perpetual Help System-Laguna
Address: Biñan, Laguna Philippines

2016-2020

Secondary

School: Adelina 1 National High School (Sampaguita Annex)
Address: Adelina 1, Brgy San Antonio,
San Pedro Laguna Philippines

2009-2013

School: Alternative Learning System
Address: San Pedro Laguna Philippines

2013-2014

Elementary

School: Fernando Maria Guerrero Elementary School
Address: Pedro Gil, Paco Manila Philippines

2003-2009

EMPLOYMENT HISTORY

February 01, 2024 up to present

Department Manager (McDonalds Festival Mall Alabang)

Golden Arches Development Corporation

G/F Commerce Ave, Filinvest Corporate City, Festival Supermall, Alabang

Muntinlupa, Metro Manila Philippines.

Date: September 08, 2021 – March 16, 2022 (Manager Trainee)
 March 16, 2022 – February 16, 2023 (Shift Manager)
 February 16, 2023 – February 01, 2024 (Assistant Department Manager)
 February 01, 2024 – Up to Present (Department manager)

DUTIES AND RESPONSIBILITIES:

People

- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and leadership.
- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Manages the development and training of Manager Trainees and Second Assistants.
- Completes and delivers performance appraisals based on defined goals and objectives for their employees on a timely manner.
- Maintains records for safety and appropriately documents contributions and performance in personnel file.
- Executes the in-store portion of the crew recruitment plan and store retention plan.

QSC/Sales Building

- Gathers customer feedback and judging patterns, trends, initiating specific actions to continuously improve total customer satisfaction.
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance as needed.
- Manages shifts and or areas without supervision. Prepares shift changeover for the next manager.
- Supports my store marketing plans to maximize sales potential with the community.
- Ensures proper implementation of new products and procedures.

- Conducts Trading area survey. Formulates and implements action plan.

Profit

- Controls assigned P & L line items.
- Controls food cost, waste and cash while managing shifts and/or areas.
- Supervises delivery of raw products.
- Conducts an energy survey and implements action plan.

Systems

- Ordering System
- Personnel System
- Training System
- Scheduling System
- Payroll System
- Properly executes, enforces and manages all food safety and sanitation requirements and health and safety program.
- Ensures all security procedures and cash handling policies and procedures are executed properly. (cash deposits, staggered method of open/close procedures etc.)

Administration

- Completes assigned daily paperwork, weekly inventories and statistical reports, etc.
- Audits and verify all cash sheets for BOG, GC's, overring, refunds, SCD, deposit slips and reports to RGM.
- Posts and files PCV pouches and reports to RGM.
- Updates Sales book on a daily basis.
- Models performance standards for all crew stations and maintenance as needed.
- Manages shifts and or areas without supervision. Prepares shift changeover for the next manager.
- Supports my store marketing plans to maximize sales potential with the community.
- Ensures proper implementation of new products and procedures.
- Conducts Trading area survey. Formulates and implements action plan.

February 16, 2023 – February 01, 2024

Assistant Department Manager (McDonalds Muntinlupa Cityhall)

Golden Arches Development Corporation

National Road Near corner Briger Street Brgy. Putatan, Muntinlupa City Philippines

DUTIES AND RESPONSIBILITIES:

People

- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and leadership.
- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the McDonald's experience.
- Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures.
- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Manages the development and training of crew and HPS, including crew initial and follow up orientations.
- Completes and delivers performance appraisals based on defined goals and objectives for their employees on a timely manner.
- Maintains records for safety and appropriately documents contributions and performance in personnel file.

QSC/Sales Building

- Frequently talking to customers to measure and improve their satisfaction with their McDonald's experience.
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance as needed.
- Uses pre-shift and shift planning tools to ensure optimum QSC.
- Manages shifts and or areas without supervision. Prepares shift changeover for the next manager.
- Performs assigned daily, weekly and monthly equipment calibration.
- Supports market-wide promotions to maximize sales potential.
- Supports my store marketing plans to maximize sales potential with the community.
- Assist in the implementation of new products and procedures.

Profit

- Controls assigned P & L line items.

- Controls food cost, waste and cash while managing shifts and/or areas.
- Supervises delivery of raw products.

Systems

- Crew Payroll System
- Ordering System
- Personnel System
- Training System
- Planned Maintenance System
- Building Maintenance System

Important Note : Maximum of three systems per manager.

(Please refer to the systems binder for specific expectation)

Safety/ Sanitation/Security

- Executes, enforces and manages all food safety and sanitation requirements and health and safety program.
- Ensures all security procedures and cash handling policies and procedures are executed properly. (cash deposits, staggered method of open/close procedures etc.)

Administration

- Completes assigned daily paperwork, weekly inventories and statistical reports, etc.
- Uploads attendance data in the payroll system daily.
- Audits and verify all cash sheets for BOG, GC's, overring, refunds, SCD, deposit slips and reports to RM.
- Post and file PCV pouches and reports to RGM.
- Update Sales book on a daily basis.

March 16, 2022 – February 16, 2023

Shift Manager (Mcdonalds Tunasan Muntinlupa)

Golden Arches Development Corporation

Muntinlupa Highway, Tunasan, Muntinlupa Philippines

DUTIES AND RESPONSIBILITIES:

People

- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and leadership.
- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the McDonald's experience.

- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Develops, shares knowledge and experience and trains crew.
- Partner with the Restaurant General Manager and team to create action plans to improve guest metrics.

QSC/Sales Building

- Frequently talking to customers to measure and improve their satisfaction with their McDonald's experience
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance as needed.
- Manages shifts and or areas with supervision.
- Performs assigned daily, weekly and monthly equipment calibration.
- Supports market-wide promotions to maximize sales potential.
- Supports my store marketing plans to maximize sales potential with the community.
- Assist in the implementation of new products and procedures.
- Monitors people charts and production planning and makes necessary adjustments.
- Implement actions plans to address employee needs and operational assessments.

Profit

- Controls assigned P & L line items.
- Controls food cost, waste and cash while managing shifts and/or areas.
- Supervises delivery of raw products.

Administration

- Completes assigned daily paperwork, weekly inventories and statistical reports, etc.
- Ensures preventative maintenance of restaurant facility and equipment is completed in accordance with Company standards, interacting with external vendors as required.
- Ensures that restaurant follows all cash control and security procedures (e.g. safe counting, cash drawers).

September 08, 2021 – March 16, 2022
Manager Trainee (Mcdonalds Tunasan Muntinlupa)
Golden Arches Development Corporation
Muntinlupa Highway, Tunasan, Muntinlupa Philippines

DUTIES AND RESPONSIBILITIES:

People

- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the McDonald's experience.
- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Develops, shares knowledge and experience and trains crew.

QSC/Sales Building

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Profit

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- Supervises delivery of raw products.

Administration

- Completes assigned daily paperwork, weekly inventories and statistical reports, etc.

Position: Application Data Agent Company:
ARB Calls Facilities Inc.

Address: Ayala South Park Alabang, Muntinlupa City, Metro Manila, Philippines

Date: January 13, 2021-August 18, 2021

Reason for Leaving: Resigned

Job Description / Duties and Responsibilities:

- Provide Seamless customer service to clients inquiring about their loan application and status.
- Answer queries pertaining to loan documents needed.
- Provide estimated amount they can avail based on their monthly income.

Position: Advisor 1, Customer Service Company:

Concentrix CVG Philippines Inc.

Address: Filinvest Corporate City, Alabang, Muntinlupa City, Philippines

Date: November 16, 2020-December 28, 2020

Reason for Leaving: Resigned

- Answer customer enquiries.
- Resolve customers concern's
- Trouble shooting technical issue's

TRAINING/SEMINARS ATTENDED

Training Center: McDonald's Training Center
Address: Palanca St. Makati City, Philippines
Title: Mandatory Virtual Occupational Safety and Health Class for Restaurant Safety Managers

Duration: October 16, 2023

Training Center: McDonald's Training Center
Address: Palanca St. Makati City, Philippines
Title: First Aid Class

Duration: March 18-19, 2023

Training Center: McDonald's Training Center
Address: Palanca St. Makati City, Philippines
Title: Virtual Advance Shift Leadership Course

Duration: October 24-28, 2022

Training Center: McDonald's Training Center
Address: Palanca St. Makati City, Philippines
Title: Virtual Shift Leadership Transition Course

Duration: Feb 22-24, 2022

Training Center: McDonald's Training Center
Address: Palanca St. Makati City, Philippines
Title: Virtual Food Safety Class

Duration: February 21, 2022

SKILLS AND INTEREST

- Excellent working knowledge of food preparation techniques and methods.
- Skilled in handling high volume of customers.
- Skilled in major relevant computer applications like MS Word, MS Excel.
- Well-versed in oral and written English and Filipino.
- Excellent interpersonal skills and the ability to maintain a positive attitude in high-stress situations.
- Experienced with accounting operations, including budget projections and allocations.

CHARACTER REFERENCES

Mr. Michel Reyes
Restaurant General Manager
Golden Arches Development Corporation
0998-584-1874

Cherylle Lozada
Department Manager
Golden Arches Development Corporation
0948-405-2867

Raymart Fernandez
Assistant Department Manager
Golden Arches Development Corporation
0947-804-1984

Dr. Ernesto D. Serrano Jr. CPA Phd
Dean of College of Business and Accountancy
University of Perpetual Help System Laguna
0905-243-9319

Dr Peter S. Estellore
UPHSL Marketing Director
University of Perpetual Help System Laguna
0906-343-1005



A handwritten signature in black ink, appearing to read "A. B. Ryan", is written over a horizontal line. The signature is stylized and cursive. A small black rectangular box is placed over the middle of the signature, specifically over the letter "B".

Applicant's Signature