

# TOBBY NATHANIEL CRUZ

## BUSINESS ASSOCIATE || EDUCATOR

Highly efficient team leader, well established in fast-paced and challenging environments. Eager to learn with aptitude for applying new knowledge with skills and efficiency.

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### SKILLS

- Demonstrates a high level of proficiency in enhancing overall performance.
  - Exhibits excellent skills in managing and handling cash transactions.
  - Possesses excellent proficiency in operating point of sale systems.
  - Displays strong leadership skills with a very good ability to lead and coordinate a team effectively.
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### EDUCATION POST-SECONDARY EDUCATION IN BUSINESS

Red Deer Polytechnic- Red Deer, AB  
August 2022 to June 2023

### BACHELOR OF SCIENCE IN SECONDARY EDUCATION

Bulacan Agricultural State College  
June 2012 to April 2016

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### EXPERIENCE

#### SERVICE CREW

McDonald's, Drumheller, Alberta October 2023- current

- Talked with customers about project specifications, budgets and timelines for top- notch customer service.
- Kept all prep areas clean by sweeping, mopping, and washing down counters
- Assisted team members with tasks, increasing efficiency and achieving improved customer satisfaction.

#### ASSISTANT TEAM LEADER

Dollarama, Drumheller, AB February 2023- current

- Developed solid professional relationships to broaden efficiency of sales department
- Oversaw inventory supply to maintain fully stocked shelves during high volume sales period
- Managed the POS effectively by making sure enough change the till
- Merchandised product diligently.

#### SUBJECT TEAM LEADER /TEACHER/STUDENTS' ACTIVITY COORDINATOR

St. Paul University, San Miguel- Bulacan June 2016- July 2022

- Established open and professional relationships with team members to achieve quick resolutions for various issues.
  - Mentored and guided employees to foster proper completion of assigned duties.
  - Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service
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### CONTACT

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### CERTIFICATION AND LICENSES

#### Early Childhood Care Level 1

October 2023 to Present

#### CPR Certification

June 2023 to June 2026 Basic First Aide - Level A

#### License Professional Teacher

January 2017 to January 2024