

# JEAM PINEDA

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📍 Edmonton, AB T5T 1J1

## PROFESSIONAL SUMMARY

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

## SKILLS

- Ability to work well independently or in a team environment
- Knowledgeable in Adobe Creative Suite(e.g. Photoshop, Illustrator, Indesign)
- Skilled in Microsoft Office Suite (e.g. MS Word, MS Excel, PowerPoint)
- Presentation Design
- Layout Design
- Branding and Identity
- Content Creation
- Creative Collaboration
- Idea Brainstorming
- Project Management

## EDUCATION

**The University of Santo Tomas**  
Manila, Philippines • 03/2018

**Bachelor of Arts:** Journalism

**Northern Alberta Institute of Technology**  
Edmonton, AB • 05/2023

**College certificate:** Graphic Communications

## WORK HISTORY

### The Rec Room - Hostess

*Edmonton, AB • 12/2022 - Current*

- Enhanced customer satisfaction by promptly greeting and seating guests upon arrival.
- Managed reservations efficiently to accommodate walk-in guests and reduce wait times.
- Maintained a clean and welcoming atmosphere by quickly addressing spills and resetting tables after guest departure.
- Assisted servers with food delivery during peak hours to ensure timely service for all guests.
- Provided exceptional customer service by attentively listening to guest needs and promptly addressing any concerns or issues.
- Improved guest experience by offering personalized recommendations based on individual preferences.
- Enhanced customer satisfaction by providing efficient and accurate cash transactions.
- Streamlined checkout process for increased efficiency and reduced waiting times.
- Handled multiple payment methods securely, minimizing discrepancies and potential losses.
- Mentored new employees on cashier duties and best practices, improving overall staff performance.
- Improved transaction speed without sacrificing accuracy by staying up-to-date on product pricing changes.

### JC Pineda Hardware - Hardware- Manager

*Manila, Philippines • 01/2008 - 08/2022*

- Streamlined inventory management for increased efficiency in tracking and maintaining hardware resources.
- Established strong vendor relationships, leading to cost-effective procurement of high-quality hardware components.
- Mentored junior staff members, fostering professional growth and enhancing team productivity.
- Enhanced customer satisfaction by providing efficient and accurate cash transactions.
- Developed rapport with regular patrons, fostering a sense of community within the establishment.

- Improved guest experience by offering personalized recommendations based on individual preferences and project requirements.
- Enhanced warehouse organization for increased efficiency, by implementing a new labeling system and reorganizing storage areas.
- Improved inventory accuracy by conducting regular stock audits and updating records accordingly.
- Improved supply chain efficiency by streamlining processes and implementing cost-saving measures.
- Optimized warehouse operations, resulting in improved order fulfillment rates and reduced order processing time.

## ASSESSMENTS

- Customer service, identifying and resolving common customer issues - Highly Proficient.
- Management & leadership skills: Impact & influence - Proficient.
- Filing & organization, arranging and managing information or materials using a set of rules - Proficient.
- Retail customer service, comprehending and responding to retail customer needs - Expert.
- Attention to detail, identifying differences in materials, following instructions, and detecting details among distracting information - Proficient.

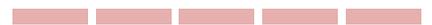
## LANGUAGES

**English**



Native or Bilingual

**Tagalog**



Native or Bilingual