

EDUCATIONAL BACKGROUND

Elementary	Year [From] - [To]
School: Lingayen I Central School	1995 - 2001
Address: Lingayen, Pangasinan Philippines	
Secondary	
School: Saint Columban's College	2001 - 2005
Address: Lingayen, Pangasinan Philippines	
College	
Course: Bachelor of Science in Hotel and Restaurant Management	2005 - 2009
School: Lyceum Northwestern University	
Address: Dagupan City, Pangasinan, Philippines	

EMPLOYMENT HISTORY

Position: Store Manager
Company: Wendy's Philippines
Address: De Venecia Road, Lucao District, Dagupan City Pangasinan, Philippines
Date: February 27, 2022 - Present
Reason for Leaving: Currently Employed

Job Description / Duties and Responsibilities:

- Manage the daily operations and staff of Wendy's Store
- Execution of all Company policy, procedures, programs and system
- Ensure achievement of all restaurant objectives while following all Companies guidelines
- Leads interviews, selects, directs, trains and develops all Shift Supervisor, Restaurant Managers and Crew Members in the restaurant.
- Maximizes store sales goals versus budget and prior year, including in participation in Marketing program
- Develops and implements appropriate plans to resolve unfavorable trends and enhances sales.
- Manages assigned store requirements for new product rollouts/procedures.

Position: Store Manager
Company: Watsons Personal Care Stores, (Philippines) Inc.
Address: G/F San Carlos Town Center, San Carlos City, Pangasinan, Philippines
Date: August 4, 2018 – February 21, 2022
Reason for Leaving: Resigned

Job Description / Duties and Responsibilities:

- Driving and Monitoring, reviewing sales performance and recommending action plans to deliver sales budget and store profitability
- Ensuring consistency in execution of Brand of Service Standards when dealing with customers
- Monitoring of store's controllable expenses and recommends cost efficiency measures to increase productivity and profitability
- Sustaining team engagement and performance thru coaching, counselling, motivating and disciplining employees

Position: Branch Supervisor
Company: Steeltech
Address: 12th Floor BPI Building, Binondo Manila
Date: July 3, 2017 to April 16, 2018
Reason for Leaving: Resigned

Job Description / Duties and Responsibilities:

- Handles overall management and operations
- Ensures customer satisfaction by providing quality and timely product and services
- Ensures welfare of the entire branch by maintaining standard quality, services, safety and cleanliness
- Oversees Implementation of Company Policies and Standard Operating Procedures

Position: Lease Officer
Company: Robinsons Land Corporation
Address: Robinsons Mall Calasiao, Pangasinan, Philippines
Date: October 24 2016 to March 21, 2017
Reason for Leaving: Resigned

Job Description / Duties and Responsibilities:

- Actively seek out and attract potential tenants for commercial properties
- Negotiate lease terms and condition with potential tenants
- Conduct market research to stay informed about trends, competition and pricing in the commercial real estate market
- Develop and implement effective marketing strategies to promote vacant commercial spaces

Position: Shift Supervisor
Company: Rustan Coffee Corporation (Starbucks Philippines)
Address: 14 Jupiter St. Bel-Air 1 Makati City Philippines
Date: April 21 2014 to September 1, 2016
Reason for Leaving: Resigned

Job Description / Duties and Responsibilities:

- Work in partnership with the Store Manager to create store plans and ensures the team is working together to make every moment right for our customers
- Do weekly food and supplies ordering and monthly inventory
- Analyze, report and present monthly Business Overview and Profit and Loss Report to District Manager
- Provide coaching and feedback to baristas for their performance and development
- Conduct regular Store Walk and Quality Assurance and Food Safety Audit

SPECIAL SKILLS / INTERESTS

- Can operate automatic and manual espresso machine
- Extensive knowledge in coffee and different brewing methods
- Certified Barista Trainer
- Excellent written and verbal communication skills
- Has a good command of the English Language
- Can do multi-task and adapt to various working environment and easily develop rapport with co-workers
- Professional, fast-learner and hard working
- Excellent leadership skills
- Team Player, goal oriented and quota compliant
- Works effectively under pressure
- Customer-service oriented

CHARACTER REFERENCES

Ms. Mary Loren Castro
Co-Manager
Wendy's Arellano Dagupan
Tel. No.: (63) 967 - 2933189

Ms. Fernalyn Purugganan
Co-Manager
Wendy's De Venecia Dagupan
Tel No.: (63) 907-7242264

Mr. Rolly Gucela
Store Manager
Starbucks SM Center Dagupan
Tel. No.: (63) 948-1158740