

# LALANE CAMARILLO

## CONTACT

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## SKILLS

- Employee Performance Evaluations
- Employee Scheduling
- Task Delegation
- Customer Relation
- Team Motivation
- Staff Supervision
- Operations Management
- Product and Service Knowledge

## LANGUAGES

English



## PROFESSIONAL SUMMARY

I am an enthusiastic, self-motivated, reliable, responsible, and hard-working person. I am a mature team worker and adaptable to all challenging situations. I can work well both in a team environment as well as using my initiative. I can work well under pressure and adhere to strict deadlines.

## WORK HISTORY

**Assistant Manager, 08/2019 to 10/2023**

**Jollibee Foods - Philippines**

- Improved customer satisfaction by addressing and resolving complaints promptly.
- Streamlined store operations for increased efficiency, implementing new processes and procedures.
- Developed strong working relationships with staff, fostering a positive work environment.
- Increased sales through effective merchandising strategies and targeted promotions.
- Promoted teamwork within the workplace by encouraging collaboration among staff members on various projects tasks.

**Team Member, 08/2016 to 07/2019**

**Burger King - Philippines**

- Enhanced team efficiency by streamlining communication and implementing effective collaboration tools.
- Boosted overall productivity by identifying areas for improvement and developing targeted strategies.
- Increased customer satisfaction with prompt and accurate responses to inquiries, addressing concerns, and resolving issues.
- Contributed to a positive work environment by consistently demonstrating professionalism, adaptability, and strong interpersonal skills.
- Maintained strict adherence to company policies and procedures while sustaining high-quality work standards under pressure.

**Cashier, 06/2014 to 08/2016**

**Jollibee Foods - Philippines**

- Enhanced customer satisfaction by providing efficient and accurate cash transactions.
- Streamlined checkout process for increased efficiency and reduced waiting times.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Assisted customers with inquiries and provided exceptional service, resulting in positive feedback from shoppers.

## **EDUCATION**

**Bachelor of Science in Business Administration** : Marketing  
Management - Customer Relationship Marketing, 07/2019  
**New England College** - Philippines