

RIONE ANDREW HARINA DELA PAZ

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Objective

To commit myself and to put my utmost talent and skills to every task that I'm going to perform and to the best of my capacity to apply all the skills and knowledge acquired. Intend to do quality for whatever work I may be assigned. For I believe that "Quality, Work, Honesty and Dedication" is the personal satisfaction of an individual. Aim to keep improving myself and continuously cultivate my skills/knowledge and gain additional experience.

Skills

- Capacity to multitask
- Interpersonal skills
- Ability to learn quickly
- Effective oral communication skills
- Knowledge of the retail environment
- Ability to work as part of a team
- Strong planning, and management skills
- Focused and patient in handling customer concerns

Experience

- **Alshaya Trading Company (Starbucks Bahrain)** Jun. 2019 - Present
Shift Supervisor
 - Training new employees on company policies and procedures, including safety procedures
 - Monitoring employee performance to ensure that they are providing excellent customer service
 - Monitoring the inventory of supplies in order to ensure that it is sufficient to meet demands
 - Maintaining a clean and safe environment by enforcing company policies regarding safety issues,
 - Ensuring that all customer orders are accurately prepared and served in a timely manner
 - Ensuring that all food safety standards are met by monitoring refrigeration units and food preparation areas for potential hazards
 - Interacting with customers to help them feel comfortable and satisfied with their experience at the store
 - Reporting disruptive behavior or unsafe conditions to the appropriate manager
- **Fakhro Restaurant (Mc Donald's Bahrain)** Feb. 2014 - Jan. 2018
Crew Trainer
 - Greeting customers with a smile
 - Take accurate food orders
 - Properly preparing all of McDonald's World Famous food
 - Continually monitor Restaurant Cleanliness
 - Ensuring items are well stocked
 - Train and mentor new crew members
 - Communicate clearly and effectively
 - Perform other duties assign
- **San Miguel Yamamura Asia Corp. | Imus Cavite, Philippines** Aug. 2011 - Jan. 2012
Packing Assistant
 - Support the Packaging Supervisor in designing packaging as per buyers
 - Review current packaging status of items and recommend improvements to reduce costs and improve products' safety during shipment.
 - Support the Packaging Supervisor in the packaging design of all newly developed items which pass buyers' drop tests requirements.
 - Inspection the bottle for any defect make sure no damages
 - Conduct actual packing demos before the actual packing activities whenever necessary

Education

- **Bacoor National High School** 2004-2009
Diploma

Achievement And Award

- **STARBUCKS**

- March 20, 2023: Pci Dss – Information Security Awareness
- March 2, 2023: Basic Food Safety Course
- January 22, 2023: Certified Barista Trainer 5.0
- May 16, 2022: Shift Supervisor Training Program
- April 19, 2022: Certified Barista 5.0
- January 11, 2022: Person In Charge Level 2
- June 19, 2021 To February 26 2022: Coffee Academy Level 100,200,300
- April 1, 2021: Most Artistic Award
- June 7, 2020: Certified Coffee Master
- February 15, 2020: Certified Barista Trainer
- December 11, 2019: Green Apron Award Best In Suggestive Selling
- August 15, 2019: Certified Barista
- 5 Starbucks Bravo Award
- 3 Latte Art Pin

- **MCDONALDS**

- August 7, 2017: Crew Trainer Development Program
- 1st Quarter Of 2017: Employee Of The Month And Best In Drive Thru
- January 24, 2017: Hospitality Seminar
- September 22, 2015: Special Crew Seminar
- October 2014: Crew Of The Month