

# Flor Angel Mosada

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Cavite, Philippines

## PROFESSIONAL SUMMARY

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Dedicated, hardworking Fast Food Assistant Manager with over 3yrs of experienced in managing food cost paper cost, implementing cost effective strategies that enhance profitability and sustainability while maintaining high quality standards in fast food giant Jollibee and McDonald's. Versed in planning daily operations, staffing and inventory management. Organized and detailed-oriented with a high-performing nature. Committed with maintaining professional relationships to increase profitability and drive business results. Knowledgeable and dedicated customer service professional with extensive experience.

## SKILLS

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- \* Workforce Management: Scheduling, staffing, training
- \* Inventory Management: Requisitioning, stock control, records
- \* Quality Control: Standards, sanitation, food safety
- \* Leadership: Supervision, coordination, delegation
- \* Strong Customer Service Skills
- \* Excellent and ability to learn quickly

## WORK EXPERIENCE

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### 1st Assistant Restaurant Manager

June 2023 - Present

Jollibee Worldwide Services • Taguig, Philippines

- Responsible in Food Safety Standard, proper Food Handling Procedures, Sanitation and HACCP Standard.
- Submitted mid-month and monthly inventory reports that ensured accurate stock levels, sales and minimized wastage.
- Consistently maintained high levels of cleanliness, storage and sanitation of food beverage products to ensure food quality.
- Supervised a team of 22 crews, providing all coaching, mentorship, and performance evaluations.

### Hub Support Supervisor

June 2021 – January 2023

Flash Express • Taguig, Philippines

- Responsible for the coming shipment and closely coordinate with accounting to settle the payments of trucking company for the delivery of the shipment.
- Ensure the monthly expenses are paid within acceptable time-frame. Control the expenditure and taking corrective action.
- Responsible for the reviewing of lease contracts, negotiating the terms and conditions of the contracts to lessor until the contract notarized. Ensure the all legal documents are updated for securing a Business Permit of the warehouse.

**Retail Operations Supervisor**  
Asticom Technology Inc • Taguig, Philippines

November 2019 – February 2021

- Ensure that e-commerce platform displays an accurate inventory, wherein the number adjusts as orders are being placed across channels in real-time.
- Responsible for managing inventory levels to ensure that products are in stock and available for purchase.
- Monitor the suppliers to manage product delivery and distribution
- Responsible for managing customer inquiries, resolving customer complaints and ensuring that customers are satisfied with their purchases

**Swing Manager (McDonald's)**  
Emirates Fast Food LLC. • Abu Dhabi, United Arab Emirates

September 2017 – September 2019

- Responsible to lead and motivate a team to provide excellent service, maintain high-quality food and ensure customer satisfaction
- Manage to identify and solve problems quickly and effectively, whether they relate to customer complaints, employee issues or operational challenges.
- Responsible for managing Daily, Weekly and Monthly Reports for Inventory of all stocks.
- Developed and implemented strategies to ensure customer satisfaction, increase sales and maximize profits.
- Ensure all food preparation and service areas were kept clean and organized according to health regulations.

## **EDUCATION**

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**Bachelor of Science for Business Administration major in Business and Operations Management**

Jun 2012 - May 2016

De La Salle University • Dasmarias, Cavite Philippines

## **CERTIFICATES and ACCOMPLISHMENTS**

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- \* Passed the B-Rating Official Audit from Quality Management Group (2024)
- \* Basic Occupational Safety & Health Certified (2024)
- \* Pollution Control Officers Certified (2023)
- \* Certified JFC Food Safety Course (2023)
- \* Integrated Pest Management Learning Certified (2023)
- \* Best Crew Trainer of the Year (2018)
- \* Performing Arts Group of the Year (2016)