



ROSIELYN R. CORTEZ

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JOB OBJECTIVE

To be able to maximize my skill in any field of profession using my versatility and efficiency toward company's development.

KEY STRENGTHS

- Have a relevant training and work experience in Food Industry and Marketing.
- Experience on Business Planning and Business Development.
- Knowledge on reports such PNL and other related report.
- Ability on People Management
- Flexible and Adaptability
- Creating a positive work environment
- Customer service skills
- Prioritizing skill and meeting deadlines
- Good quality interpersonal skill

WORK EXPERIENCE

February 2017 – October 2020

Store Business Manager
Panciteria Lido Cocina Cuisine Co.
Quezon City, Metro Manila

- Developing store strategies to expand store traffic and optimize profitability
- Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
- Ensuring high levels of customer's satisfaction through excellent service
- Create business plan and reports
- Handling customer complaints, and make it right.
- Ordering and Managing Inventory
- Hiring, Training, Supervising and Evaluate employees

September 2015 – July 2016

F & B Supervisor

Peach Gourmet Trading LLC

Abu Dhabi, UAE

Responsibilities

- Maintaining high morale operations running
- Setting Targets and communicate to staff
- Getting the right person on the job at the right time.
- Maintaining the quality of food and service.
- Checking and inspecting jobs and staff.
- Preventing accidents and controlling hazardous material.
- Maintaining the safety and cleanliness.
- Keeping records and preparing reports.
- Planning and scheduling work.
- Check and calibrate equipment.
- Giving orders and directions.

August 2013 - August 2015

Assistant Manager

Golden Arches Development Corporation

Mcdonald's

Pasig City, Metro Manila

Responsibilities

- Ensuring that the food safety minimums are in place
- Motivate, train and develop crew people
- Maintain the standard of a cleanliness , service and quality of food
- Responsible for any safety and security issues
- Setting targets and communicate to the management, team and crew during my shift

December 2005

Service Crew (Cashier)
Kentucky Fried Chicken (KFC)
Naga City, Camarines Sur

Responsibilities

- Greet customers when entering and leaving the store
- Manage transactions with customers using cash register
- Suggest promos/new products and sell up to the customer
- Re stocking packaging and other utensils
- Maintain clean and tidy of the area
- Track transactions from the POS report and check discrepancies.

EDUCATIONAL BACKGROUND

Master's Degree	Master of Management Business and Administration The University of Manila Sampaloc, Manila, Philippines	2018 - 2022
Tertiary Level	BSBA Marketing Management Ateneo de Naga University Ateneo Avenue, Naga City, Philippines	2007-2013
Secondary Level	Sipocot National High School Tara Sipocot, Camarines Sur, Philippines	2001-2005

TRAINING/INVOLVEMENTS

Accredited as Pollution Control Officer (PCO)
Environmental Management Bureau
Department of Environment and Natural Resources
NCR, Philippines
June 2020 – June 2023

First Aid and CPR Training
Philippine Red Cross
Metro Manila, Philippines

Food Safety Audit and Calibration Session

Golden Arches Development Corporation
Metro Manila, Philippines

Effective Management Practices

Golden Arches Development Corporation
Metro Manila, Philippines

Rosielyn R. Cortez
Applicant