

JOHN MICHAEL MAGALONG

E : Jhnmchlmglng@gmail.com

P : 5875895051

A : Edmonton, AB, T5H 2T8

PROFESSIONAL SUMMARY

Driven by a commitment to excellence, I leveraged my problem-solving abilities and exceptional customer service skills at Starbucks to enhance customer satisfaction and streamline operations. My background includes training teams, managing workplace safety, and excelling in high-pressure environments, significantly contributing to a positive work culture and operational efficiency. Handles team needs with forward-thinking strategies and strong focus on daily requirements. Well-coordinated planner successful at coordinating schedules and workflows to meet business demands. Superior work ethic combined with resourceful and upbeat nature.

SKILLS

- **Problem-solving abilities**
- **Exceptional customer service**
- **Active Listening**
- **Cash handling expertise**
- **Cleanliness and Organization**
- **Training and mentoring**
- **Strong multitasking**
- **Employee Training**
- **Workplace Safety**
- **Staff Management**
- **Customer-Oriented**
- **Safe Food Handling**

WORK EXPERIENCE

Customer Service Representative Inbound 2 - 07/2021 TO 05/2024
Foundever, Manila, PH

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Demonstrated outstanding service orientation with clear verbal and written communications.
- Willingness to answer phones, research questions and document all customer interactions.
- Flexibility to operate in several systems or platforms and balance tasks throughout the work day.
- Ability to multitask in handling customers on various reporting platforms and email queues.
- Fostering a customer service culture that strives for 100% customer satisfaction.
- Observes legal and ethical guidelines for safeguarding patient and company confidentiality (HIPAA).
- Other duties as assigned.

Shift Supervisor - 10/2017 TO 06/2021
Starbucks, Manila, PH

- Trained new employees and delegated daily tasks and responsibilities.
- Completed store opening and closing procedures and balanced tills.
- Managed cash handling procedures, maintaining accuracy in financial transactions and minimizing discrepancies in daily reconciliations.
- Responded to and resolved customer questions and concerns.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Helped store management meet standards of service and quality in daily operations.
- Enforced company policies and regulations with employees.
- Ensured smooth operations during peak hours by effectively managing resources and staff allocation.
- Provided ongoing support to employees during challenging situations, offering guidance on problem-solving techniques for improved efficiency outcomes.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Improved customer satisfaction rates with consistent quality checks and timely resolution of complaints.
- Maintained workplace safety by enforcing strict adherence to company policies and industry regulations.
- Enhanced team productivity by implementing efficient shift scheduling and task delegation.
- Resolved conflicts among team members diplomatically, promoting a harmonious work atmosphere conducive to collaboration.
- Monitored staff compliance with health codes, ensuring high standards of cleanliness throughout the facility consistently met or exceeded expectations.
- Streamlined inventory management, reducing waste and optimizing stock levels for daily operations.
- Conducted routine inspections to check quality and compliance with established specifications.

On-Call Banquet Server - 01/2015 TO 04/2017**Alex III Restaurant**, Manila, PH

- Worked closely alongside kitchen staff to ensure accurate meal orders were delivered promptly without sacrificing presentation quality.
- Promoted a positive work environment through effective communication with fellow staff members and supervisors.
- Assisted in training and mentoring new banquet servers, contributing to the overall success of the team.
- Completed post-event tasks such as dishwashing, waste disposal, and storage organization for future use.
- Efficiently served meals while adhering to proper serving etiquette, enhancing the overall dining experience for guests.
- Enhanced guest satisfaction by providing exceptional banquet service in a timely manner.
- Delivered outstanding customer service with attention to detail and anticipation of guests' needs.
- Balanced multiple responsibilities during high-volume events without compromising quality or efficiency, earning praise from supervisors and guests alike.

Food Prep Cook (On-the Job Training) - 12/2016 TO 02/2017**Holiday Inn Manila Galleria**, Manila, PH

- Maintained clean, hygienic kitchen workspace by sweeping, mopping, and taking out trash.
- Assembled, stored and disposed of food using proper food handling, labeling and safety techniques.
- Maintained a safe working environment by following food safety guidelines and proper equipment usage.
- Excelled under pressure during peak service hours, maintaining accuracy and speed throughout meal rushes.
- Collaborated with other cooks for seamless teamwork, ensuring timely and accurate order fulfillment.
- Coordinated food preparation and timed completion to allow prompt serving of tasty, plentiful and nutritious food at correct temperature to valued customers.
- Upheld high standards of food quality by regularly inspecting ingredients for freshness and discarding any subpar items.
- Enhanced food quality by adhering to proper preparation techniques and maintaining a clean work area.
- Embraced full responsibility for food quality and garnished artful dishes for maximum appeal to discerning customers.

Food and Beverage Waiter (On-the Job Trainee) - 04/2016 TO 07/2016**Gumbo Restaurant**, Manila, PH

- Demonstrated attention to detail when handling special dietary requests or allergy-related concerns from customers.
- Demonstrated strong multitasking skills by efficiently managing multiple tables during peak hours.
- Assisted in training new waitstaff, sharing industry knowledge and best practices to improve overall team performance.
- Managed reservations effectively using reservation software tools while accommodating walk-in guests when possible.
- Proactively addressed potential customer complaints, resulting in higher levels of overall satisfaction and reduced escalation issues.
- Maintained a clean and organized dining area, ensuring a comfortable and enjoyable atmosphere for guests.
- Contributed to the restaurant's profitability by upselling menu items and making personalized recommendations based on guest preferences.
- Streamlined table turnover times by swiftly clearing dishes, resetting tables, and seating new guests as quickly as possible.
- Consistently exceeded sales goals through attentive service and expert knowledge of menu offerings.

EDUCATION

Bachelors of Science: Hotel and Restaurant Management - 04/2017**Jose Rizal University** - Manila, PH

- National Certification II – Housekeeping
- National Certification II – Food & Beverage
- National Certification II – Pastry
- National Certification II – Cookery

LANGUAGES

English