



# Mharnie V. dela Cruz

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09238478246

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## PROFESSIONAL SUMMARY

Dedicated and result-driven Restaurant Manager-OIC with 9 years of proven expertise in overseeing daily operations, staff management, and ensuring exceptional customer experiences. Skilled in strategic planning, budgeting, and implementing cost-effective measures to optimize efficiency. Proven ability to drive revenue growth through effective marketing strategies and maintaining high standards of service. Adept fostering a positive work environment, leading teams to achieve operational excellence, and consistently exceeding performance targets.

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## KEY COMPETENCIES

Leadership	Staff Training and Development	Strong interpersonal skills
Operations Management	Problem-Solving	Proactive and self-motivated
Customer Service	Adaptability	Exceptional organisational skills

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## PROFESSIONAL EXPERIENCE

(Overall In-Charge) as Restaurant Manager Agila Foods Corporation Jollibee Gagalangin Tondo, Manila, Philippines	April 16, 2020-July 15, 2024
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Efficiently leads managers and crew, ensures exceptional customer service, manages operations and finances, maintains quality standards, conducts performance evaluations, handles administrative tasks, ensures compliance and adeptly addresses operational challenges, ensures strict adherence to cleanliness standards, including sanitation protocols, monitors equipment functionality and coordinates repair and maintenance resulting in increased revenue, improve customer satisfaction, and a motivated, high performing team.

Assistant Restaurant Manager Carriedo Foods Corporation Jollibee Carriedo Quiapo, Manila, Philippines	June 17, 2015 - April 16, 2020
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Responsible for creating and maintaining dining and counter crew schedule, ensuring adequate coverage for all shifts, suggestive selling, overseeing all aspects of pest control, manages repair and maintenance of equipment, facilities, and furnishings to ensure operational efficiency. Ensures compliance with cleanliness and sanitation standards, conduct regular inspection, and implements procedures to maintain a hygienic environment. Responsible for the cleanliness of the restaurant, including tasks such as cleaning floors, surfaces, restrooms and disposing of waste.

Kitchen Crew, Counter, Soda, Dining Crew and SMART Generation One Resource Company Jollibee Carriedo Quiapo, Manila, Philippines	2011-2015
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Counter Crew, Dining Crew and SMART Serbiz Multi-Purpose Cooperative Jollibee Carriedo Quiapo, Manila, Philippines	2008-2011
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Counter Crew, Dining Crew and SMART Carriedo Foods Corporation Jollibee Carriedo Quiapo, Manila, Philippines	2006-2008
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Counter Crew and Soda Jollibee Divi-4 Foodcourt Divisoria, Manila, Philippines	June-December 2005
Counter Crew and Soda Jollibee Divi-5, Divisoria Mall GF Divisoria, Manila, Philippines	January-June 2005
Counter Crew, Dining Crew and SMART Roligon Foods Corporation Plaza Leon, Tondo, Manila Philippines	2004-2005
Dining and Counter Crew Jollibee Maxim Recto Maxim, Manila Philippines	June-December 2004
Dining Crew Jollibee Bustillos Bustillos, Manila Philippines	2003-2004
Dining Crew Jollibee SM Manila Level 1 Manila, Philippines	2002-2003

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## EDUCATION

Bachelor of Business Administration Major in Marketing Santa Isabel College - Taft Manila, Philippines	2010-2015(Graduate)
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## SECONDARY

Jose Abad Santos High School Numancia Street San Nicolas, Manila	1998-2002(Graduate)
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## PRIMARY

Pedro Guevara Elementary School San Fernando Street Binondo, Manila	1992-1998(Graduate)
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## SEMINARS AND TRAINING ATTENDED

- ALLERGEN MANAGEMENT CBT (2024)
- JFC FOOD SAFETY COURSE (JUNE 17,2023)
- CONTINUING ENVIRONMENTAL EDUCATION PROGRAM FOR PCO (OCTOBER 2023)
- INTEGRATED PEST MANAGEMENT (FEBRUARY 2022)
- BASIC OCCUPATIONAL SAFETY AND HEALTH (APRIL 2021)
- POLLUTION CONTROL OFFICER (2021)
- RESTAURANT SELF-ASSESSMENT (2021)
- FOOD SAFETY PROGRAM (2019)
- PEST CONTROL MANAGEMENT (2018)
- BUILDING AND EQUIPMENT MAINTENANCE SYSTEM (2018)
- REPAIR AND MAINTENANCE MANAGEMENT (2018)
- FOUNTAIN QUALITY TRAINING (JULY 31, 2013)
- TOPICS:
- POST-MIX SYSTEM
- BEVERAGE QUALITY
- DISPENSER TROUBLE SHOOTING
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**Character References:**

Diana Dee 0917-5199133  
Jollibee Hidalgo and Jollibee Padre Faura Managing Director  
(ALN GROUP OF COMPANIES)

Angelita David 0966-1900267  
Head Accounting Department  
Agila Foods Corporation

Sally Santos 0908-8923749  
Head Accounting Department  
Carriedo Foods Corporation