



PROFESSIONAL SUMMARY

Shift Manager with experience in inventory management, food safety, and team leadership within prominent food service establishments. Demonstrates strong skills in customer service and staff training, ensuring operational excellence and high customer satisfaction. Adept at maintaining critical standards for quality, cleanliness, and efficiency, with a commitment to continuous improvement and employee development.

EDUCATION

University of Cebu

2017 - 2021

Bachelor's Degree in Hotel and Restaurant Management
A. C. Cortes Ave, Mandaue City, 6014 Cebu, Philippines

Santo Niño High School

2009 - 2013

Santo Niño, Talibon, Bohol, Philippines

City Central School

2002 - 2009

P. del Rosario St., Cebu City, Cebu, Philippines

SKILLS

- Strong organizational and time-management skills
- Customer Service
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Team Management
- Inventory Management
- Food Safety and Staff Training

PROFESSIONAL EXPERIENCE

Shift Manager (McDonald's)

April 2021 - Present

Capstone Food Corporation

Bangbang, Cordova, Cebu, Philippines

- Demonstrate and reinforces the leadership behaviors and basic people minimums (uniforms, crew schedules, etc.) necessary to gain commitment from crew and leadership.
- Executes a plan based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the McDonald's experience.
- Knows, enforces, and educates crew on all appropriate personnel policies, labor laws, security and customers.
- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Develops, shares knowledge and experience, and trains crew.
- Contributes to performance appraisals based on defined goals and objectives for their crew in a timely manner.
- Frequently talks to customers to measure and improve their satisfaction with their McDonald's experience.
- Maintains critical standards for raw and finished product quality, service, speed, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance.
- Uses pre-shift and shift planning tools to ensure optimum QSC, assign and/or moves crew with position and/or moves crew within positions.
- To meet volume demands, prepares shift for changeover with next manager.
- Manages shifts and or areas without supervision.
- Performs assigned daily, weekly, and monthly equipment calibration.
- Supports market-wide promotions to maximize sales potential.
- Supports store marketing plans to maximize sales potential with the community.
- Assist in the implementation of new products and procedures.
- Controls assigned P & L line items.

CERTIFICATIONS

- Food Safety Certificate
- Workplace Violence Prevention eLearning Certificate(Manager)
- Training, Learning & Performance certificate
- Basic People Learning Program Certificate
- Shift Leadership Transition Course Certificate (Dean's List)
- Occupational First Aid & BLS/CPR with AED Certificate

REFERENCES

Anna Marie F. Pestaño

Shift Manager / McDonald's PH

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LANGUAGE

- **Tagalog**
- **English**

- Property executes, enforces, and manages all food safety and sanitation requirements and health safety program.
- Ensures all security procedures and cash handling policies and procedures are executed properly. (Cash deposits, staggered method of open/close procedures, etc.)
- Safety/Sanitary/Security
- Administration
- Completes assigned daily paperwork, weekly inventories, and statistical reports, etc.
- discretion and maintain their proper organization.
- Controls food cost, waste and cash while managing shifts and/or areas.
- Recieved delivery of raw and dry products.

Category Assistant Gaisano Grand Group of Companies

Oct 2021 - Jan 2023

Bangbang, Cordova, Cebu, Philippines

- Perform inventory and supply chain management to achieve inventory turnover goals and maximize sales.
- Process purchase orders, resolve invoicing issues and ensure timely merchandise delivery.
- Build strong working relationship with customers for new business opportunities.
- Stay updated on category trends and competitive market.
- Conduct business review with vendors to achieve mutual profitable goals.
- Communicate information about new products and changes to relevant teams within the company.
- Prepare product presentations for customers as needed.
- Address customer issues promptly and accurately.
- Provide support for product advertising, marketing collaterals, tradeshows and promotional events.
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Service Crew Jollibee Foods Corporation

Nov 2016 - Dec 2019

Parkmall, Tipolo, Mandaue City, Cebu, Philippines

- Perform food production duties or serve customers.
- Ensure operations excellence by adhering to the systems and standards of the store.
- Maintain a clean and organized workstation and ensures a clean guest area.
- Assist in the delivery and monitoring of quality products by checking product shelf-life, and temperature setting.
- Operate equipment following standard procedures, assists in some preventive maintenance and repairs in the work area to ensure continuity and efficiency of use.
- Report workplace problems and concerns (i.e. damaged or spoiled food items) to the supervisor on duty.
- Takes instructions and follows identified interim, preventive, and contingent actions set by the store management team.
- Assist in the proper receiving, handling, storage, and preparation of food and packaging.