



ANGEL L. DAGUINOD

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OBJECTIVE

Results-oriented Manager Trainee with a strong background in team leadership and customer engagement. Demonstrated ability to manage multiple projects simultaneously while resolving customer complaints in a timely and professional manner. Skilled in problem-solving and multitasking, with a focus on delivering exceptional customer service. A motivated, adaptable professional and passionate leader to develop positive working environment.

EXPERIENCE

Golden Arches Development Corporation (McDonalds)

Service Crew | November 2019 – December 2023

- Greeted customers in a friendly and professional manner, ensuring customer satisfaction.
- Developed strong working relationships with fellow team members and supervisors through effective communication and collaboration.
- Coordinated with other crew members to complete assigned tasks quickly and effectively.
- Communicated with customers regarding orders, comments, and complaints.

Golden Arches Development Corporation (McDonalds)

Crew Trainer | December 2023 – November 2024

- Performed personnel activities such as supervising and training employees.
- Provided coaching and mentorship to foster a positive work environment among staff members.
- Explained training information in easily understandable terms for individuals from all backgrounds and levels.
- Ensured compliance with all safety regulations, company policies and procedures in the workplace.
- Developed and implemented effective training strategies for new crew members to ensure successful onboarding.

Golden Arches Development Corporation (McDonalds)

Manager Trainee | November 2024 – Present

- Developed strong organizational and problem-solving skills while managing multiple projects simultaneously.
- Resolved customer complaints in a timely and professional manner.
- Demonstrated leadership potential through taking initiative, delegating tasks effectively, and motivating team members.
- Managed customer complaints and inquiries.

EDUCATION

- Bachelor of Science in Business Administration
Major in Financial Management (Lemery Colleges)
Graduated on 2023
- Universal Scholastic Academe (Lemery, Batangas)
Information and Communication Technology
Graduated on 2019
- Governor Feliciano Leviste Memorial National High School
Graduated on 2017
- Ayao-iyao Elementary School
Graduated on 2013

SKILLS

- Leadership
- Multi tasking
- Food and beverage operation
- Customer service

REFERENCE

- | | |
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| ▪ Jenor E. Tusing | • Allyssa Villavicencio |
| Restaurant General Manager | Restaurant General Manager |
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