

**Bernie**

Sharjah, U.A.E.

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**Human Resource / Administration / Training / Restaurant Management**

**Summary**

Human Resource Professional in restaurant industry with years of progressive work experience in the Gulf. Expertise in the areas of administration, human resource, restaurant management and people supervision, training and development. A dedicated, industrious individual, results-driven and highly passionate team leader with excellent hospitality experience and passion for providing quality service while striving towards making positive contributions. Possess excellent communication, interpersonal, coordination, administration, organizational and management skills.

**Education**

**Master of Business Administration in Human Resource Management**

Master Education International, United Arab Emirates–an Off Campus Center of Banasthali University, India

January 2016

**Bachelor’s Degree in Agribusiness Management -** [**Major in Animal Science**](https://www.linkedin.com/edu/fos?id=100038&trk=prof-edu-field_of_study)

De La Salle Lipa, Lipa City, Philippines

March 1996

**Certifications**

**Certified Human Resource Manager (CHRM)**

[American Certification Institute (ACI), USA](https://www.linkedin.com/company/4790522?trk=ppro_cprof), License CHRMP2140941190

September 2014 – September 2019

**Certified Human Resource Management Professional (CHRP)**

[American Certification Institute (ACI), USA](https://www.linkedin.com/company/4790522?trk=ppro_cprof), License CHRMP2140308602

March 2014 – March 2019

**TSI Quality Services Person-In-Charge Level 3 Award**

Certificate Number: TSI-QS-PIC-PL305064

Valid From: July 6, 2014 to: July 5, 2019

**Sharjah Food Safety Program GHP Manager Course**

Certificate Number: SFSP-GHP-2016-E000339

Valid From: February 29, 2016 to: February 27, 2019

**Restaurant Food and Beverage Management**

[De La Salle University-College of Saint Benilde](https://www.linkedin.com/company/400939?trk=ppro_cprof)

March 2002

**Skills**

Human Resources Management; Hiring & Recruitment

Employee Relations

Benefits Administration

Developing HR policies and procedures

Employee Training and Development

Payroll, Compensation and Wage Structure

Employment Law

Proficient in MS Office, internet and e-mail applications

Presentation Skills

Driving Skills

**Experience**

**Training Manager**

Al Tazaj Fakieh Bar B.Q. Chicken, Branch of Fantastic Fresh Food Trading and Investment L.L.C., Dubai, United Arab Emirates

June 2014 –April 30, 2016

**Job Summary**

Develop and deliver training programs in a job specific area across the organization. Focus on training specific areas of knowledge needed for certain positions to ensure compliant with the standards and business objectives.

**Specific Duties**

* Plan and lead the overall implementation of the training program to ensure compliance with the standards and business needs.
* Assist in developing, organizing, delivering and evaluating training programs of the company’s workforce.
* Monitor the execution of training initiatives to ensure high quality and agreed timelines.
* Identify and assess the training need and requirements.
* Train, coach and develop employees for specific jobs.
* Ensure training programs are delivered successfully to the relevant target audience
* Create training and learning materials such as manuals, hand-outs, presentation, etc. Prepare and organize training materials, equipment and evaluation tools.
* Conduct orientation sessions, meetings and surveys to assess the level of skills among employees.
* Implement and ensure the use and adherence to training, policies and processes, training forms, documents and records.
* Assist in providing the Management an accurate and timely feedback on the progress of training activities.
* Update and maintain pertinent training files, records and information.
* Comply with all relevant health, safety and security procedures to ensure a health and safe work environment.

**Other Support Functions**

* Review and update the quality standards and procedures of the Operations Manual.
* Update the policies and procedures of support group to Operations.
* Assist in developing the company’s business portfolio.
* Liaise with external training providers in terms or relevant training requirements.
* Assist in the new menu implementation.

[**Human Resource Manager**](https://www.linkedin.com/title/human-resource-manager?trk=pprofile_title)

Al Tazaj Fakieh Bar B.Q. Chicken, Branch of Fantastic Fresh Food Trading and Investment L.L.C., Dubai, United Arab Emirates

October 2012 – May 2014

**Job Summary**

Manage and oversee the overall administration, coordination and evaluation of the organization’s human resources across the UAE. Lead the day-to-day operations of the HR and administration by providing guidance, encourage teamwork and facilitate related professional work processes and standards.

**Specific Duties**

* Maintained human resource staff by recruiting, selecting, orienting and training employees
* Provided current and new employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.
* Managed administrative and HR related functions such as issuing offer letter, salary increase, promotion, transfer/relocation, bonus, holidays, termination and repatriation.
* Prepared and distributed the payroll of each employee after looking into the additions/deductions lists as well as overtime & holiday payables, rejoining reports, unpaid leave transactions, etc.
* Maintained employee relations, including managing absence, disciplinary, grievance sickness and other HR issues.
* Implemented HR policies, procedures and processes.
* Complied to regulatory concerns regarding employees.
* Ensured that policies and procedures are up-to-date in line with the current employment law and regulations. Ensured that line managers are updated with the changes to policies.
* Managed HR budgets.
* Liaised with other departments and support groups
* Maintained professional knowledge and be updated with the industry’s best practice by attending educational workshops and trainings and participating in a professional society.

[**HR & Administrative Assistant /Purchase**](https://www.linkedin.com/title/hr-generalist/purchasing?trk=pprofile_title)

Al TazajFakieh Bar B.Q. Chicken, Dubai, United Arab Emirates

April 29, 2002 – September 2012

**Job Summary**

Provide a wide range of general administrative duties and office support activities for various departments to ensure the smooth flow of operation of the head office.

**Specific Duties as HR & Admin Assistant**

* Handled all administrative duties including human resource related functions of the company.
* Prepared and distributed the payrollof each employee after looking into the additions/deductions lists as well as overtime & holiday payables, rejoining reports, unpaid leave transactions, etc.
* Handled the processing of staff leave entitlement, end of service benefits and gratuity.
* Accountable for preparing the monthly budget and disbursement for the department aside from managing the petty cash and reconciliation.
* Regularly updates the HR database to have an accurate details and information. Posted the employees financial details such as increments, promotions, transfer, etc. and new employees.
* Drafted job advertisement and screened applicants. Internal and external posting of open positions.
* Handled the initial screening and short listing candidates for the available positions in the restaurant.
* Conducted an orientation for all new employees and/or job applicants by explaining to them the company personnel policies, benefits and recruitment procedures.
* Coordinated with PRO for obtaining work permit, visa applications and renewals, medical certificates, health cards & renewals.
* Liaised with local and overseas recruitment companies and agencies.
* Liaised with authorized travel agent for airline reservation and ticketing.
* Ensured that all relevant formalities had been executed when staff leaves the company.
* Accompanied the employees going for exit until airport immigration.
* Ascertained that HR policies and procedures are being adhered to by the company
* Established and maintained an organized filing of employees’ personal records and documents.
* Provided technical support to all restaurants for POS machine & servers, whenever required.
* Attended telephone calls and other related reception duties.
* Performed any other tasks that might be identified from time to time by the management.

**Specific Duties as Purchaser**

* Controlled the purchasing department’s budgets and contributed in the company saving plans.
* Dealt directly with suppliers related to purchase of different items.
* Obtained requisitions from departments and arrange quotations from suppliers.
* Reviewed purchase order claims and contracts in conformance with the company policy.
* Obtained the best price consistent with the quality, service and delivery.
* Completed the daily operational activities of all packing, shipping, receiving and distribution in the absence of the storekeeper.
* Ensured all is accomplished accurately and in a timely manner while providing support in other business objectives.

[**Executive Assistant**](https://www.linkedin.com/title/administrative-assistant?trk=pprofile_title)

Al Tazaj Fakieh Bar B.Q. Chicken, Jeddah, Kingdom of Saudi Arabia

January 1999 – March 2001

**Job Summary**

Perform administrative duties and reception duties for the executive-level management to ensure the smooth operation of the office.

**Specific Duties**

* Managed the day-to-day operations of the office.
* Arranged appointments, meetings, event and travel arrangements, and ensured that clients are well informed of the same.
* Addressed to the employees needs in terms of issuance of uniforms, accommodation supply, sleeping items and referral slip for medical checkup.
* Provided assistance to employees in applying for their vacation.
* Arranged employee’s travel and ticket booking with an authorized travel agencies.
* Handled general correspondence and attended to all queries from clients, ascertained their needs and directed same to concern person/ department.
* Organized and maintained employee’s files and records.
* Represented in the absence of the executive during the Management meetings.

**Restaurant Assistant Manager**

Al Tazaj Fakieh Bar B.Q. Chicken, Jeddah, Kingdom of Saudi Arabia

August 1997 – December 1998

**Job Summary**

Assist in managing the day-to-day operation of the restaurant and for putting together a team who are committed to delivering outstanding QSCF to customers.

**Specific Duties**

* Assisted with the day to day running of the restaurant
* Effectively managed the restaurant in the absence of the RestaurantManager
* Advised the senior managers on staffing needs and personnel issues.
* Cultivated a positive working environment for all staff to work.
* Maintained accurate statistical information and record such as sales reports, delivery receipts, product alert reports, employee records, equipment maintenance and services and other documents
* Organized work schedules and roster shifts.
* Made sure that all employees reach their full potential through constant evaluation, coaching and training.
* Ensuring that all equipment is used correctly, maintained and cleaned properly.
* Managed the Front and Back of the house operations to ensure:
	+ speed of service;
	+ product quality and availability;
	+ guest relations;
	+ personal hygiene and good grooming;
	+ cash control policy;
	+ cost control; and
	+ sanitation and cleanliness.

[**Team Member**](https://www.linkedin.com/title/team-member?trk=pprofile_title)

Al Tazaj Fakieh Bar B.Q. Chicken, Jeddah, Kingdom of Saudi Arabia

November 1996 – July 1997

**Specific Duties**

Ensured proper execution of procedures whenever assigned either at the front of the house or back of the house operations. The job includes:

* Product quality
* Product availability
* Speed of service
* Suggestive selling
* Guest relations
* Cash and cost control
* Sanitation and cleanliness

[**Service**](https://www.linkedin.com/title/team-member?trk=pprofile_title) **Crew**

[Mc Donald's](https://www.linkedin.com/company/2677?trk=ppro_cprof)-Lipa Branch, Lipa City, Philippines

November 1993 – August 1995

**Specific Duties**

Prepared quality food and serve it tothe customers in a fast, friendly yet professional mannerand in a clean environment. Awarded for outstanding performance as Fried Chicken, Grill, Bun and Dress Person. Won "Crew of the Month" for the month of November 1994

**Organizations**

**Filipino Human Resources Practitioner Association in U.A.E.**

Member

June 2015

**Filipino Human Resources Practitioner Association in U.A.E.**

Area Director for Sharjah

June 2014 – June 2015

**Honors, Awards & Recognitions**

* Class Valedictorian of the graduating class of Inosloban-Marawoy National High School, Lipa City, Batangas, Philippines, March 1992.
* Recipient of Rotary Club Youth Leadership Award (RCYLA) an award given to a graduating secondary school student with proven leadership experience and potentialleaders from diverse backgrounds, Rotary Club of Lipa South, Lipa City, Philippines, March 1992.
* Recipient of Saint Brother Miguel Award, an award for a graduating student for his active involvement in the socio-civic activities of the De La Salle Community, Lipa City, Philippines, March 1996.
* Recognized as one of the Ten Most Outstanding Delegates at the 4th National Youth Congress on Drug Abuse Prevention and Control, Baguio City, Philippines, April 1996.
* 1st Place Winner at Photography competition and exhibition organized by Lightform International Filipino Photographers Guild under the theme, "OFW: Ang Bagong Bayani", Dubai, U.A.E., August 2005.
* 1st Place Winner at the Members' Monthly Photography Competition organized by Lightform International Filipino Photographers Guild on both Children and Night Photography Categories for February and August respectively, Dubai, U.A.E., 2006.
* 1st Place Winner during the Photo Competition organized by Lamcy Plaza L.L.C. under the category of Vacation/Holidays, Dubai, U.A.E., February 2007.
* Awarded as One of the Most Outstanding Members given by Lightform International Filipino Photographers Guild, Dubai under the auspices of the Philippine Consulate General, Dubai, U.A.E., 2007.
* Recognized for the contribution and participation in the Philippines Independence Day Celebration for the Years 2005, 2006 and 2007 by the Consulate General of the Philippines, Dubai, U.A.E.
* Recognized for the consistent participation in the Clean-up Drive Campaign by the Dubai Municipality for the Year 2005 to 2012.
* Recognized for the Outstanding Service given by Al Tazaj Fakieh Bar B.Q. Chicken, Branch of Fantastic Fresh Food Trading & Investment, LLC, Dubai, U.A.E., December2012.
* Special Award given by Her Excellency Grace Relucio-Princesa, Philippine Ambassador to the UAE during Ring Pull-Tab Campaign on the occasion of the 11th Environmental Awareness Photo Competition & Exhibition, 2012.
* 1st Place Winner at the Sports Photography Competition organized by ITC Kabayan Kamera Klub under the theme, "Pitikan sa Paligsahan" on March 4, 2016.

**Training and Seminars**

* Restaurant Food & Beverage Management under the Post Baccalaureate Diploma Program in Restaurant Management, De La Salle University – College of Saint Benilde, 2002.
* Computer Proficiency Course", Certificate Program Center of De La Salle University – College of Saint Benilde, 2001.
* Comprehensive Accounting Program, Presentation on Investment Opportunities, Seminar on the Challenge of Information Technology Affecting Accounting Profession, Seminar on the Present & Future of Internet and Y2K Awareness and Update Seminar sponsored by Philippine Institute of Certified Public Accountant (PICPA), Western Region Chapter, Kingdom of Saudi Arabia in 1999.
* 4th National Youth Congress on Drug Abuse Prevention and Control conducted by the Dangerous Drugs Board and Local Government of Baguio City, Philippines, 1996.
* Youth Leadership Training Seminar" conducted by the Lipa City Youth Development Committee in Cooperation with the Department of Education Culture and Sports, 1995.
* Youth Outreach Program Against Drug Abuse", Youth Development Division and Dangerous Drugs Board, 1995.
* Barangay Coordination and Development Council Workshop, Lipa City Government, 1995.

**Personal Details**

Nationality: Filipino

Date of Birth: April 20, 1973

Place of Birth : Lipa City, Batangas, Philippines

Marital Status: Married

Driving License: UAE Light Vehicle

Languages: English and Filipino