**First Name of Application CV No 1643346**

Whatsapp Mobile: +971504753686



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**CAREER OBJECTIVE**

To impart and further develop my relevant and industry knowledge and experiences, and strive towards making significant contributions for the continuous growth and success of the business entity or industry, where I will be employed or part of.

**SUMMARY OF QUALIFICATIONS**

A bachelor degrees holder in Computer Science (CS) and Hotel and Restaurant Management

(HRM), equipped with over thirteen years of notable work experiences, driven by “Can-Do Mentality” and “Due Diligence” attitudes and self-objectives towards assigned tasks or key areas of responsibilities. Open to learn new things and has the capability to work outside of comfort zone, for self-career-sustainability.

**SOFTWARE APPLICATIONS/ PROGRAMS USED/ KNOWLEDGEABLE**

* Microsoft Office (*Word, Excel and PPT*) | Basic to intermediate literacy skill

**KEY SKILLS**

* Excellent communication and interpersonal skills
* Strong organizational and time management skills
* Decision making skills
* Ability to manage in a diverse environment with a focus on client and customer services
* Good business and commercial acumen
* Strong leadership and motivating skills including the ability to build strong relationships with customers and staff
* The ability to think quickly, work in stressful circumstances and stay calm in a crisis
* Financial, budgeting and stock-taking skills
* Knowledge of food, food hygiene and food preparation
* Know to handle kids

**WORK EXPERIENCE**

# Food Service Supervisor – Catering Services

**Melanie’s catering**

District III, Pilar Street, Cauayan City, Isabela, Philippines, 3305

**Tenure: November 2010 to February 2016**

Company Overview: Afamily-owned proprietorship venture,established after our mother’s (Melanie M. Uy) decades of reputational wealth in catering services; since 1980.

Company Tel.: +63906 492 5851

Key Responsibilities:

* Supervise, co-ordinate and schedule activities of staff that prepare, portion and serve food.
* Estimate and order ingredients and supplies required for meal preparation
* Prepare food order summaries for chef according to request
* Establish methods to meet work schedules
* Maintain records of stock
* Train staff in job duties, and sanitation and safety procedures
* Ensure that food and service meet quality control standards.

# Assistant Manager – Restaurant Management

**Dalin Restaurant**

Aritao, Nueva Viscaya, Philippines

# Tenure: January 2010- October 2010

Company Overview: Aconglomerate venture of Dalin Family businesses

Company Tel.: +63977 176 6203

Key Responsibilities:

* Assist in planning, leading, execution, management and overseeing of day-to-day restaurant operational activities, with focus on quality and value-for-money of food and services, for optimal customer satisfactions; beneficial to all stakeholders (*Management, employees and customers*);
* Efficiently manage and oversee restaurant’s operation in the absence of restaurant manager and/ or whilst away;
* Conduct pre or post operation meetings to review day-to-day operations;
* Plan and delegate day-to-day staffs responsibilities to ensure smooth operation and assigned tasks and operational objectives are met, whilst excellent services are consistently achieved and maintained;
* Day-to-day review of catering operational activities against set objectives
* Provide coaching and feedback to staff(s), to ensure delivery of “satisfactory customer experiences”, based on industry benchmarks and best practices;
* Ensure restaurant operation meet and/ or exceed operational standards in terms of food quality and cleanliness, and ensure constant sanitations of used cooking-wares and equipments are in accordance to local health authority’s requirements and standards;
* Constantly monitor product and labor costs against services’ costs to remain within the operational budget;
* Solicit customers’ feedbacks to understand their needs and convert them into “Operational Improvement Plan”;
* Lead and monitor procurement and inventory of supplies.

**Food Counter Attendant- Dalin Restaurant**

**Dalin Restaurant**

Aritao, Nueva Viscaya, Philippines

* Successful track record of delivering prompt and courteous food and beverages service
* Demonstrated ability to take and fill orders
* First-hand experience in cleaning and maintaining dining area
* Competent at preparing food and specialty beverages
* Effective skills in delivering food orders at counters and tables
* Special talent for maintaining cleanliness
* Well-versed in stocking food products
* Adept at using point-of-sale system, making bills and receiving payment
* Excellent customer service skills
* Good interpersonal skills to deal efficiently with patrons, coworkers and general public
* Professional appearance and manners
* Ready to work in varied shifts, including weekends and holidays

**Sales Assistant – Retail**

**Plaza Isabel Mall**

San Fermin, Cauayan, Isabela, Philippines

# Tenure: May 2002 to June 2006

Company Overview: A defunct retail enterprise.

Key Responsibilities:

* Undertake retail and customer service activities as assigned, to meet, optimize and/ or exceed sales targets, profitability and customer satisfaction in conjunction with the Store operational objectives;
* Contribute and involve in the conception and delivery of new and innovative merchandising ideas to enhance store operations, in order to ensure customers’ satisfactions are achieved and maintained;
* Undertake payment (Cash and/ or credit) system/ schemes in accordance with store set procedures and policies;
* Assist in weekly planning and implementation of store merchandising, layout for efficient customers’ shopping flow;
* Assist the store manager in day-to-day and weekly inventories and preparation of report;
* Maintain safe and clean store environment, in according with store health and safety policy, as well as in compliance with mall and relevant local authorities’ operational requirements;
* Assist, orient and guide new store staff(s) regarding day-to-day operational activities;
* Undertake telephone and/ or internet queries and solicit feedbacks to ensure and maintain effective communications and relationship with customers;
* Always wear a smile in day-to-day dealing with customers, to maintain happy and welcoming store atmosphere; and
* Carry out ad-hoc duties as and when required by the store manager.

**EDUCATIONAL ATTAINMENTS**

# A.Y.: 2013-2015 Bachelor’s Degree in Hotel and Restaurant Management

# Isabela State University, Cauayan Campus

(Highest Tertiary Educational Attainment)

Cauayan City, Isabela, Philippines, 3305

**A.Y. 2001- 2002 (*Incomplete*) Bachelor in Computer Science**

**STI College of Manila**

(Second Highest Tertiary Educational Attainment)

Manila, Philippines

**OBTAINED CERTIFICATION TRAININGS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Course/ Description** | **Obtained Rating (%)** | **Date Obtained** | **Certification Institution/ Body** |
| **1. Baking (*Basic & Intermediate*)** | 92 | 20th April to  25th May,  2015 | Baguio Country Club, Baguio City, Philippines |
| **2. Banquet preparation and management** | 98 | 20th April to  25th May,  2015 | Baguio Country Club, Baguio City, Philippines |
| **3. Bar Tending** | 96 | 20th April to  25th May,  2015 | Baguio Country Club, Baguio City, Philippines |

**PERSONAL INFORMATION**

Nationality : Filipino

Civil Status : Married

Date of Birth : October 1, 1984

Age : 31 Years Old

Religion : Roman Catholic

Language Spoken : English and Tagalog