**PEARLIE**

***A Hardworking employee with 13 years’ experience in Customer Service and 8 years being a Restaurant Manager that proves Leadership in a highly Reputable Company, committed with outstanding planning and organizing expertise who can meet an administrative assistant in your Business, a worker who drives and can meet deadlines and having the eager to achieve its goal. My ability to cooperate and manage conflicts will be an asset to your Company, thru my enthusiasm to learn new skills quickly and aiming Business milestone.***

**PROFESSIONAL EXPERIENCE**

SHORE SOLUTION BUSINESS PROCESS OUTSOURCING (BPO) Philippines

*Call Center Agent December 2016 – April 2016*

## Attending Clients General Query.

## Processing financial Billing and information

## Developed new filing and organizational practices thru note pad to monitor Auto renewal program.

## Maintain utmost goal achievements of TELCO product

## Manage to leverage the Average handle time (AHT) by 6.5 minutes matrix, Adherence, Attendance by 95% matrix and sales by 22% in total budget target.

MANSA INVESTMENT INC. O/A MC DONALDS AB, Canada

*Food Service Attendant Supervisor January 2013 – December 2014*

* Attending and Greeted Customers once they come in
* Taking and expediting customers order to meet a service time target (3minutes)
* Purchased and maintained store perishable and non-perishable product
* Record all mark out items in the system once closing time

## Tracking all staff uniform availability

* Closing sales record to be checked

**MH ALSHAYA COMPANY WLL (Starbucks Coffee) KUWAIT**

*Store Manager* *July 2004 – January 2013*

* *Responsible in monitoring the daily operation*
* *Responsible for conducting the monthly / yearly inventory of all store stocks.*
* *Responsible in achieving the sales versus budget in the store*
* *Responsible in controlling the shrinkage and loses in the store*
* *Responsible in staff training and development*
* *Responsible in updating the profit and lose*
* *Monitors Sandwiches and pastries availability*
* *Responsible in daily order*
* *Preparing weekly schedule*
* *Conducting yearly Key Performance appraisal*
* *Troubleshoot monthly stock take Deviation report*
* *Sending sales report thru email to District manager*
* *Administration and Clerical work*
* *Preparing Store action plan to achieve goals*
* *Conducting store mock up and meeting for new promotion*
* *Monitoring daily food inventory*
* *Discussing next level promotion for Shift supervisor and Assistant Manager*
* *Conducting Store internal audit*
* *Fixing all store files and updating communication board memos.*
* *Checking maintenance issues and schedule*

**JUMBO JAPS HEFTY PORTION (Japanese Restaurant) Philippines** *Restaurant Receptionist*

* *Responsible in monitoring daily event in the store*
* *Responsible in daily operation and guest list*
* *Responsible in attending customers’ needs*
* *Responsible in daily schedule of waiters for their designated assignment*

**MC MARY’S FOOD CENTER (Mc Donald’s Restaurant) Philippines**

*Service Crew*

* *Responsible in providing customers service*
* *Responsible in assisting indoor and outdoor party*
* *Responsible in maintaining inventories of food and kitchen equipment and supplies*
* *Responsible to maintain product freshness and presentation*
* *Responsible in correct cash handling and payment policy*

**EDUCATION**

**STA. ISABEL COLLEGE** **Philippines**

*Bachelor of Science in Business Administration March 1999*

**XAVIER TECHNICAL CENTER CORPORATION Philippines**

*Computer Technician June 2004*

**SKYLINE****INSTITUTE Kuwait**

*Basic Air fare and Amadeus Reservation IATA July 2009*

**ACHIEVEMENTS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* *Retail Management Training Program Communicating About Performance*
* *Retail Management Training Program Managing Priorities*
* *Shift Supervisor Training Program and Workshop*
* *In Store Learning Store*
* *Taken a CANADIAN ENGLISH LANGUAGE PROFICIENCY INDEX PROGRAM (CELPIP) in Coquitlam College British Columbia Canada.*

**ADDITIONAL SKILLS**

* *Expert in Microsoft Office, with a focus on Excel*
* *Bilingual in English and Basic Arabic*
* *Driving skills holding Philippines License*

**Job Seeker First Name / CV No: 1717416**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

