**Carlo P. Alberto**

**Work Experience:**

**Slam Banjo Restaurant**

Store Manager

Deira , United Arab Emirates

October 2015 – Up to Present

* Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Maintains store staff by recruiting, selecting, orienting, and training employees.
* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
* Secures merchandise by implementing security systems and measures.
* Protects employees and customers by providing a safe and clean store environment.
* Maintains the stability and reputation of the store by complying with legal requirements.
* Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* Contributes to team effort by accomplishing related results as needed.

**Cinnabon & Seattle’s Best Coffee**

Assistant Store Manager

Mall of Emirates,United Arab Emirates

Feb 2011 – September 2015

* Drives and delivers period/quarter/annual operating plans, including sales, profitability and management and employee turnover targets.
* Manages Outlet controllable profit through prudent management of sales and operating costs.
* Drives incremental sales growth by directing innovative Guest interactions and suggestive selling techniques via sampling in front of the store, behind the hot plate and at the register on a daily basis.
* Maintains an intermediate to expert understanding of basic accounting processes (P&L, cash flow, operating profit, accounts payable/receivable, etc.) and their impact on the Store.
* Operates and maintains bakery against Critical Few and full field review standards.
* Responsible for responding to Guest complaints to achieve satisfactory resolutions.
* Manages and troubleshoots equipment repairs and related paperwork by following company standards for reporting maintenance problems.
* Deploys marketing programs, including the display of POP marketing/merchandising materials and corresponding training of employees.
* Drives product quality via the PACE system, taking corrective action when necessary to ensure quality.
* Creates a fun/challenging environment, driving monthly/quarterly communication and involvement of all employees by celebrating successes, rewarding positive performance, and providing leadership/direction for improved results.+
* Follows and holds bakery employees accountable for exhibiting the standards for conducting business in a legal and ethical manner, obeying policies and laws related to business and employment law.
* Directs training processes and procedures for all employees and follows up to ensure thorough execution of training standards.
* Executes detailed and timely Orientations for new employees.
* Supports and directs employees by coaching, counseling and teaching to accomplish tasks and remove barriers to performance satisfaction.
* Facilitates the development of all employees using the Performance Development Review (PDR) form and other tools to enable career advancement and lower turnover
* Manages employee relations issues as directed by the Performance Counseling Policy and communicates to appropriate supervisors in a timely manner

**Bench Clothing & Lifestyle**

Store Supervisor

June 2007 – Sept 2010

Manila , Philippines

* Represents Bench Apparel in a professional manner, acts as a positive Role Model.
* Achieve or exceed UPT, average transaction and gross margin goals; ensure awareness of sales plan, weekly performance on monthly and annual level.
* Maintains positive working relationships with internal and external customers.
* Defines and exceeds customer needs in a positive manner.
* Encourages a high level of coaching, customer interaction, suggestive selling and enthusiasm with all staff members.
* Learns and maintains excellent product knowledge and provides training, as needed.
* Assists manager with sales promotion activities and prepares, or directs workers preparing, merchandise displays and advertising copy.
* Assists manager with supervising associates engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records, or preparing daily record of transactions, and performs work as needed.
* Follows store service center or store manager directives on visual merchandise directions; makes appropriate and creative adjustments as needed. Complies with visual audit and awareness.
* Assists with maintaining proper sales replenishments and physical store maintenance
* Ensures proper assembly of store fixtures and merchandise for visual display.
* Assists manager in meeting Store Audit expectations; achieves established net profit and payroll goals.
* Other duties may be assigned as needed based on business trends.

**Educational Attainment:**

Interface Computer College

B.S. Information Technology

2006 – 2009

**Personal Information:**

Date of Birth : Dec 14 1984

Civil Status : Single

**Job Seeker First Name / CV No: 1843602**

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