**KRISTINE**

[**KRISTINE.333401@2freemail.com**](mailto:KRISTINE.333401@2freemail.com)

**Objective:** To be a part of an esteemed institution where I can use my expertise in providing an exceptional customer service as an Office Assistant and contribute to the company’s continuous advancement while gaining personal and professional growth.

**ELD EXPERTISE**

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| **FIELD EXPERTISE** |

* Microsoft Word, Excel and Power Point
* Writing correspondences and minutes taking
* Typing, faxing, and emailing
* Data entry/ management
* Payroll Support
* Filing/ archiving
* Schedule Management
* Telephone skills

**IELD EXPERTISE**

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| **PROFESSIONAL EXPERIENCE** |

***Outlet Manager January 2012 to Present***

***Golden Donuts. Inc. ( Dunkin Donuts Philippines) Quezon City, Philippines***

* Directly reporting to the Area Manager
* Forecasting the yearly down to daily target sales of the store.
* Making the daily projections of primary supplies and other raw materials needed for everyday operations.
* Scheduling of the supervisors and service crews’ assigned tasks per day.
* Payroll management of the whole team
* Do follow ups of concerns with the different head office’s departments thru phone calls and emailing.
* Constructs templates to be use for easy daily data input and analysis.
* During area meetings, tasked to document the minutes of meetings.
* Collates resumes passed in our store, do the paper screening down to the initial interview of the pre selected applicants.
* Disseminating instructions to other managers in the area and then consolidate to be forwarded to our Area Manager.

**Executive Secretary *April 26 2011- January 2012April 2011 to January 2012***

***Bluebasic Corporation*  *Manila, Philippines***

* Follow ups of the products to the Suppliers and payments from the customers.
* Filing and archiving of files.
* Answering phone and email queries.
* Provide soft copy of all the transactions of the day.
* Records daily check issuances from the Suppliers and collections of payments from the customers in the columnar and in the data templates.
* Release copy of the checks to be funded every day for easy reference.

***Assistant Manager October 2009- March 2011Sep 2010 to Sep 2011 (1yr)***

***Joyfoods Corporation ( KFC Philippines) Manila, Philippines***

* Monitors the day to day smooth shift in the store operations
* Communicates and ensure that good customer service was given at all times by the team.
* Make the daily scheduling and positioning of the service crews in the store.
* Summarize the payroll during cut-offs.
* Do the filing and archiving of the daily delivery receipts and invoices.
* Emailing and answer telephone queries and follow ups to the other departments.

**IELD EXPERT**

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| **SEMINARS/TRAININGS ATTENDED** |

Selection Training – Aurora Training Center, Quezon City, Philippines *November 10, 2016*

*Effective Communication in the Workplace- Quezon, City, Philippines September 25-26, 2012*

*Management Trainee Development Program- KFC Philippines April 23, 2010*

*Department of Foreign Affairs( Internship)- Pasay, Philippines July 29- November 15, 2008*

**IELD EXPERTISE**

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| **CERTIFICATIONS** |

**Certified ServSafe Protection Manager**

Accredited by American National Standards Institute (ANSI)

Rating: 87%

**Civil Service Eligible**   
Civil Service Commission Philippines

Rating: 84.76%

**ELD EXPERTISE**

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| **EDUCATIONAL ATTAINMENT** |

**The University of Manila**

**Bachelor of Science in Foreign Service (BS FS)** *Jun 2005 to March 2009*

**IELD EXPERTISE**