

**SHOPPING CENTER MANAGEMENT CORPORATION *-*** *one of the biggest mall*

11th floor Vacant Room MAAX Building  *operators in*[*Southeast Asia*](https://en.wikipedia.org/wiki/Southeast_Asia)

Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

**SM SOUTHMALL**

Alabang-Zapote Road Las Piñas City, Philippines

May 20, 2013 to January 19, 2017

**CUSTOMER RELATION SUPERVISOR**

***Duties and Responsibilities:***

* Ensures that CRS Representatives are properly doing their jobs in accordance with the prescribed duties and responsibilities of CRS Representatives.
* In coordination with mall operations, mediates complaints raised by customers, tenants and employees.
* Monitors efficiency level of security personnel by inspecting security posts regularly.
* Conducts guard mounting.
* Regularly checks and monitors traffic and parking situation.
* Checks completeness and correctness of guards Daily Time Records and their ETMS
* Supervises and oversees disposition and turnover of Items Left by Customer (ILC)
* Prepares recurring reports and checks all reports submitted by security personnel.
* Implements rules and regulations pertaining to guard force management
* Implements plans and programs of the CRS Division
* Handles preparations of any CRS related events and activities
* Represents the CRS Manager in any meetings or functions in the absence of the latter
* Investigates security incidents
* Reports violations of SCMC rules and regulation committed by SCMC employees, all contractual or agency personnel, and tenants
* Be prepared to take night shift duties
* Performs other tasks as directed by his superiors. These tasks may include the performance of duties in other malls (on-loan status).

**7-ELEVEN** (Lipa Proper Branch) *- international chain of* [convenience](https://en.wikipedia.org/wiki/Convenience_store)

Lipa City, Batangas, Philippines *stores that operates, franchises*

May 2009 to April 2013 *and licenses some 56,600 stores*

**STORE MANAGER** *in 18 countries*

 ***Duties and Responsibilities:***

* Check Cash Report
* Do cash counting
* Input receipt from direct to store delivery (DTSD) making a hard copy of all the receipt received.
* Monitor Stocks
* Order merchandise thru handy terminal from Convenience Distribution Inc. (CDI) Via –email
* Relieved store clerks during break time.
* Go to the bank to deposit yesterday sales
* Monitor Store and answers e-mail coming from South District, Area Manager and Based Store.
* Make a Schedule of clerks for the week.
* Check bad Merchandise products and return to Supplier.
* Make Month End report of the Store Performance
* Prepare payroll for clerks

**WORK HISTORY**

**OBJECTIVES:**

Filipino

Single

Visa Status: Tourist

 Rodel.338254@2freemail.com





**RODEL**

*Bachelor of Science in Commerce Major in Management*

**EDUCATIONAL ATTAINMENT:**

**BACHELOR OF SCIENCE IN COMMERCE MAJOR IN MANAGEMENT**

Lipa City Colleges

G.A. Solis St. Lipa City, Batangas, Philippines

Years Attended: **2001-2005**

To be part of a reputed organization which provides a steady career growths along with job satisfactions, challenges and give value contribution in the success of organization.

To perform my best ability in all personal and professional activities and get involved with the company environment in a very responsible and honest way.

Seeking a good opportunity in a good company that enables me to improve my skills, increase my practical experience, fulfill my personal ambitions and expand my knowledge.



Dubai, United Arab of Emirates

**SEMINARS AND TRANINGS ATTENDED:**

**PROBLEM ANALYSIS AND DECISION MAKING**

**Supervisory Development Program**

11th floor Vacant Room MAAX Building Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

**April 2016**

**OFFICE MANAGEMENT**

**Supervisory Development Program**

11th floor Vacant Room MAAX Building Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

**March 2015**

**EARTHQUAKE AND LANDSLIDE SEARCH AND RESCUE ORIENTATION COURSE (ELSAROC)**

11th floor Vacant Room MAAX **Building** Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

**November 2014**

**FUNDAMENTALS OF SUPERVISION**

**Supervisory Development Program**

11th floor Vacant Room MAAX **Building** Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

**April 2014**

**FIRST AID TRANING FOR LAW ENFORCEMENT**

SM – Southmall Multi-purpose Hall, Philippines

**September 2013**

**FRANCHISE TRAINING PROGRAM**

11th floor Vacant Room MAAX Building Coral Way cot Diokno

Blvd., Mall of Asia Complex, Pasay City, Philippines

***June 2009***

***Certificate of Training Completion and Qualification passing the ff.***

* *Modules on Customer Service*
* *Marketing*
* *Financial*
* *HR and Operation Requirements*
* *In –Store Training*

**STAR TOLLWAY CORPORATION**

Tambo, Lipa City, Batangas, Philippines

April 2007 to April 2009

**ENTRY/TOLL TELLER**

***Duties and Responsibilities:***

* Give card to the motorist by class
* Collect Payment to the motorist
* Do cash counting

**LA MARINA ENTERPRISES, INC.**

8981 Aranga St. San Antonio village,

Makati City, Philippines

May 2005 to March 2007

**OFFICE CLERK**

***Duties and Responsibilities:***

* Answer telephones and relay messages to appropriate recipients
Manage files/folders and compile records
* Manage inventory of office supplies and assist in organizing office activities
* Maintain all reporting documentation and logs and, pay attention to detail

**CHARACTER REFERENCE:**

*Available upon request*

**AWARDS:**

**STELLAR EMPLOYEE**

SM Southmall, Philippines

**February 2016**

**CERTIFICATE OF APPRECIATION**

Sm Southmall, Philippines

**February 2016**

**CERTIFICATE OF COMMENDATION**

SM MOA Arena Annex Bldg. Coral Way

Corner J.W. Diokno Boulevard, MOA,

Pasay City, Philippines

**November 2014**

**SKILLS:**

Computer literate (MS Office Application e.g. Word, Excel, PowerPoint, Outlook).

Hard working and with good communication skills

Good interpersonal and organizational skills.

Can handle different projects all at the same time while maintaining grace under pressure

Attention to detail and fast learner practical experience, fulfill my personal ambitions and expand my knowledge.

**PERSONAL BACKGROUND:**

Birthdate: 17 June 1979

Language: Tagalog & English