**JESSABELLE**

Email: jessabelle.339607@2freemail.com

* **ASSISTANT RESTAURANT MANAGER**

(January 2013 – January 2015)

JOLLIBEE FOOD CORPORATION

GREENWICH Annapolis

Unit 5 Carpark II Greenhills Shopping Centre San Juan City Philippines

* **STORE SUPERVISOR**

(January 2011 – 2013)

CHARLES AND KEITH BOUTIQUE

(Shoes and Bags Store)

SUYEN CORPORATION (BENCH)

2214 Tolentino St., Pasay City, Metro Manila, Philippines

* **HEAD CASHIER**

(July 2010 – January 2011)

Watsons Personal Care Stores Philippine Incorporation (Beauty and Medical Product Store)

9f West Quadrant, One E-com Center, Ocean Drive,

Mall of Asia Complex, Pasay City

Metro Manila, 1300, Philippines

Manage and supervise stores with 7years experience in brand management. I had budget to reach the target sales and exceed the expectation of the customers and the company as well. I am interested in levelling my skills, knowledge and experience.

**KEY SKILLS AND STRENGTH:**

* Customer Relations Development
* Highly organized and dedicated with positive attitude
* Excellent written and interpersonal communication skills
* Polished presentation skills
* Organized – outstanding organizational skills
* Naturally persuasive
* Active Listener – Willing to learn and listen
* Team Lead Abilities

Applications:

MS Office – Word, Excel & Power point

**PROFESSIONAL EXPERIENCE:**

* **ASSISTANT RESTAURANT MANAGER**

(January 2015 – 2017)

KFC – KENTUCKY FRIED CHICKEN

KUWAIT FOOD COMPANY (AMERICANA UAE)

Jamal Abdul Nasser St.,

SHARJAH UAE

* **LOGISTIC COORDINATOR**

(December 2009 – June 2010 EOC)

DEL MONTE Philippines Incorporation

2nd Floor City Center Bldg. 3 Bonifacio

Global City Taguig

* **CALL CENTER AGENT**

(May 2009 – November 2009)

IBM CALL CENTER

30th Floor PBCom Tower

6795 Ayala Avenue,

Makati, 1226 Metro Manila

* **NURSE**

(June 2009 – June 2011)

LUNG CENTER OF THE PHILIPINES

Quezon Ave., Diliman,

Quezon City, Metro Manila

**KEY FUNCTIONS:**

**Managerial and Supervising**

* Supported manager in performing management functions such as staffing, training and expanding business plans.
* Investigated and resolved customer’s issues and complaints regarding operational matters – Handled all queries and client feedback in a professional manner.
* Communicated with the support team and implemented the organization’s operational guidelines, standards and policies.
* Monitored and managed operational activities – Directed the branch/store/bank operational risks, financial aspects and QA and audit processes.
* Documented and prepared reports on management and information systems; presented same to manager.

**Head Cashier**

* Oversee all other cashiers
* Solve cashier transaction / customer issues
* Complete customer returns when needed
* Ensure all cashiers are adhering to company policies, procedures & protocols
* Set the example for all other cashiers: customer services skills & upselling products
* Receive break schedule from Assistant Manager & break cashiers as needed / necessary
* Assist with new cashier training

**Logistic Coordinator**

* Responsible for the logistical processing of customer’s orders including coordination with vendors,

Sales staff, customer service representatives, billing representatives, warehouses and shippers.

* Follows up on orders to ensure that materials are shipped and delivered on promised dates.
* Maintains records and follow up files of purchases, shipments, and related matters.
* Maintains files of descriptions of available supplies.

**Call Center Agent**

* Answers calls and respond to emails
* Handle customers inquiries both telephonically and by email
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with products and service information
* Enter new customer in the system
* Identify and escalate priority issues

**Nurse**

* Observing and recording patients behaviour
* Coordinating with the physicians and other healthcare professionals for creating and evaluating customized care plans
* Carrying out the requisite treatments and medications.

**EDUCATION:**

Bachelor of Science in Nursing

(2005-2009)

>Registered Nurse in the Philippines

Roosevelt College System

Sumulong Highway, Cainta Rizal

Philippines

**Jessabelle P. Salac**

Applicant Signature

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**TRAININGS ATTENDED:**

* **Customer Mania**

**(April 04 to 9, 2016)**

* **Basic HR**

**(April 20 to 21, 2015)**

* **Documenting & Filing System**

**(April 22 to 24, 2015)**

* **Product Control Quality**

**(April 25, 2015)**

* **Invoices & Inventory**

**(April 27 to 29, 2015)**

* **Shift labor**

**(May 02 to 03, 2015)**

* **Cash Control**

**(May 05 to 06, 2015)**

* **Sales Forecasting**

**(June 17 to 20, 2015)**

* **Managing Food and Paper Cost**

**(June 21 to 23, 2015)**

* **Managing Labor**

**(June 24 to 26, 2015)**

* **Managing Facilities and Equipment**

**(July 1 to 04, 2015)**

* **Basic Business Finances**

**(July 7 to 10, 2015)**

* **Basic Life Support**

**(January 11, 2016)**

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(2005-2009)

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Philippines