**MARK**

[Mark.349136@2freemail.com](mailto:Mark.349136@2freemail.com)

**OBJECTIVES**

I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

**SKILLS & ABILITIES**

* Inventory control procedures
* Proficient in MS Office
* Employee scheduling
* Detail-oriented
* Excellent multi-tasking
* Reliable and punctual employee who possesses an excellent work ethics
* With a deep sense of responsibility, integrity and professionalism
* Excellent selling, communication and negotiation skills
* Keeping in contact with customers before and after a sale
* Ability to build strong relationships with the customers
* Strong negotiation skills and ability to maintain effective relationships.
* Excellent in customer service and product knowledge.

**work EXPeRIENCE**

**SAFETY OFFICER / LIASON OFFICER / ADMINISTRATIVE ASSISTANT**

Motial Inc.

Kingscourt II Don Chino Roces Ave, Makati City

October 2014 to November 2016

* Develop and maintain a filing system
* Update and maintain office policies and procedures
* Assist in the preparation of regularly scheduled reports
* Developing and implementing safety policies help employers to reduce accident-related costs and prevent losses due to a decline in productivity
* Inspect interior and exterior work areas to determine if there are any safety hazards
* Coordination with the Bureau of Immigration for the processing of 9g working visa of expat employees.
* Coordination with Department of Labor and Employment for the processing of Alien Employment Permit.
* Answer calls and respond to emails
* Handle customer inquiries both telephonically and by email
* Research required information using available resources
* Manage and resolve customer complaints
* Enter new Employees details information into system
* Update existing Employees information
* Route calls to appropriate resource

## OPERATION SUPERVISOR

SM Prime Holding Inc.

SM City San Pablo

July 2012 TO September 2014

* Plan and implement all operational activities of food court.
* Monitor/ensure hygienic successful operations by the tenants/operators.
* Ensure stock management.
* Periodically audit the procedures and put forth recommendations for improvement.
* Ensure planned preventive maintenance of food court / services in consultation with facilities team/services team.

**JUNIOR MANAGER**

**JOLLIBEE FOOD CORPORATION**

Stilton Cheese FOODEX Inc.

October 2010 to June 2012

* Responsible for quality control. Make adjustments as necessary during shift to produce product within specifications. Reject product outside of specifications.
* Conduct quality control testing.
* Supervise production line operation in accordance with Company policies and procedures.
* Operate within standard operating procedures (SOPs) and Job Safety Analysis (JSAs).
* Ensure a clean and safe work area.
* Assist in production as necessary.
* Supervise production line operation in accordance with plant policies and procedures. Ensure smooth production operation during shift.

**SALES STAFF**

TRIBAL

SM City San Pablo

June 2008 to August 2010

* Greetings the customers upon entering the shop
* Assist the customer in polite manner
* Arrange the display
* Answering customers in queries
* Working within the standard guidelines of the Company
* Keeping up to date with special promotions and putting up display
* keeping in contact with customers before and after a sale
* Acknowledge all customers and ensure 100% customer satisfaction
* Promote & suggest the product
* Build a repeat customer base.
* Support and contribute to the product flow process.
* Ensure all visual standards are followed, daily restock is completed

**BUTCHER / COUNTER / CASHIER**

SOUTH SUPERMARKET

GRAND UNION INC.

October 2006 to April 2008

* Sharpen and adjust cutting equipment
* Receive, inspect, and store meat upon delivery
* Cut, bone, or grind pieces of meat
* Weigh, wrap, and display cuts of meat
* Cut or prepare meats to specification or customer’s orders
* Store meats in refrigerators or freezers at the required temperature
* Keep inventory of meat sales and order meat supplies
* Clean equipment and work areas to maintain health and sanitation standards
* Scanned groceries and ensured proper price scanning. Balanced daily cash register receipts and provided quality customer service.
* Answered customers' questions, and provided information on procedures.
* Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change.
* Assisted customers with final purchases and answered questions at the checkout counter
* Primary job duties included ringing up purchases, scanning coupons, and ensuring customer satisfaction

**SERVICE CREW**

JOLLIBEE San Pablo Plaza

JOLLIBEE FOOD CORPORATION.

July 2004 to January 2005

* Perform the task in the kitchen other than cooking and serving.
* Responsible for the hygiene of the kitchen to maintain cleanliness.
* Operated large volume cooking equipment such as deep-fat fryer, griddles.
* Control the production of the kitchen according to the demand of customers
* Monitor the standard accordingly
* Perform duties according to SOP and GOP.
* Taking the order and do suggestive selling
* Prepare the order
* Do suggestive selling

**EDUCATION**

## Bachelor of Secondary Education

## Laguna State Polytechnic University

## San Pablo City Campus

April 2004

**TRAINING & SEMINARS**

* **Basic Occupational Safety and Health Training On-line Course**

Department of Labor and Employment

May 30 to June 18, 2016

* **Standard First Aid and CPR/ AED**

Philippine Red Cross Makati Chapter

June 20 to 24, 2016

* **Food Safety Seminar**

Department of Health

City Health Office of San Pablo City

July 15 to 18, 2012

* **Personality Development**

SM Head Office

August 10 to 14, 2012

**PERSONAL INFORMATION**

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| --- | --- | --- |
|  |  | Gender: Male  Religion: Christian  Citizenship: Filipino  Height: 5’ 8’’  Weight: 190lbs.  Marital Status: Married |

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| *I hereby solemnly affirm that the above records and information are true and correct to the best of my knowledge, belief and ability.* |