

**M A R I A D E L C**

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# PROFILE

* An IT graduate with professional experience in multinational companies including one of the leading fast food restaurant and a leading global provider of outsourcing services.
* Highly motivated and competent professional with expertise in software installation, configuration and troubleshooting, hardware assembly and installation, software and networking management.
* Team player who performs at high level of productivity in fast-paced environments with proven track record of meeting deadlines and targets.
* Organized with the ability to work independently and successfully in a high-performance team environment.
* Effective communicator and relationship builder with management, customer, staff and clients.
* Recognized for leadership and problem-solving strengths, as well as thoroughness and accuracy.
* Fast-paced learner and adapt quickly in applying new concepts, technologies, processes and procedures**.**
* Strong planning and organizational skills with the ability to multi-task and manage time effectively.

# CAREER OBJECTIVE

 Dedicated to offer the highest standard of professional service in the pursuit of career’s growth and company’s profitability.

# KEY SKILLS

* MS Packages/Platforms/Servers  Customer Relationship Management
* Software Troubleshooting/Diagnosing  Human Resource Management
* Software Installation and Configuration  Service and Production Management

 Networking Management  Sales Marketing

 Software Management Report Creation and Consolidation

Hardware Assembly and Installation  Operational Excellence

Customer Service Skills Continuous Process Improvement

# KEY ACHIEVEMENTS

* Resolved software, hardware and network project issues that resulted to consistent business flow and accurate reports.
* Trained and managed a team in performing and building good customer relationship while developing their skills. Team management involved hiring, coaching, mentoring, certification and providing performance rating/feedback.
* Proposed and implemented control procedure to utilize use of company resources and mitigate future threat; resulted to increased customer satisfaction and cost reduction.
* Recognized as Top IT Support for consistently exceeding performance expectation.
* Recognized as Top Agent/Support for consistently exceeding sales performance targets and customer satisfaction.

# WORK EXPERIENCE

# CHOWKING

## Assistant Restaurant Manager

(*July 5, 2016 – March 23, 2017) Batangas, Philippines*

* Supervised staffs within area of responsibility to ensure full compliance on job specification.
* Maintained excellent level of customer service at all times through implementing company policies and procedures.
* Managed recruitment, job orientation, training, probation management, and performance review and skills development of hired employees.
* Ensure full compliance on Food Safety Management on daily operation.
* Directly addressed issues of poor performance, misconduct and serious report of violations.
* Maintained safe, clean and efficient working condition equipment through implementing monthly preventive maintenance.
* Performed daily quality inspection on how goods are handled, stored and processed according to health and safety standards.
* Resolved customer complaints and provided immediate recovery action.
* Provided information on customer inquiries whether personal query, via email, text message or via phone call.
* Performed daily ordering, receiving and inventory of stocks and examining quality of products.
* Implemented all merchandising collaterals based on the brand’s visual merchandising guidelines.
* Received daily outlet sales and pertinent receipts at the end of shift.
* Prepared necessary documents for item transfer in and out of the outlet.
* Prepared day-to-day Financial Report, Variance Analysis Report, Sales Performance and Consolidated Report.
* Performed updating, processing and filing of business records such as permits, memos and other business related documents.
* Prepared monthly store performance report and disseminated to the team and top management.
* Performed setting of meetings and events for the team and top management to secure group coordination and collaboration.
* Performed intensive certification of front crew liners related to cashiering and dining function to ensure complete, properly scheduled and effective skills properly in placed.
* Implemented effective cash management to ensure store security and profitability.
* Managed labor and administration cost affiliated to operational requirement.
* Prepared and processed monthly payroll file for all employees.
* Reviewed expense reports and processes internal types of expense disbursements.
* Proactively worked with Managing Director, Group Manager, Restaurant Manager and Outlet Team to deliver satisfaction on every customer.

# TELEPERFORMANCE

## Technical Support – Domain Specialist

**(***September 28, 2015 – April 31, 2016) Manila, Philippines*

* Provided technical assistance on customers from different countries including US and Canada.
* Secured customer satisfaction by performing troubleshooting and placing corrective action consistently based on stated network issue.
* Provided network solutions including procedural documentation and relevant reports for

website, hosting and email services.

* Provided configuration on name servers to maintain healthy website and email functionality.
* Performed sales call thru marketing network products such domain names, hosting packages, website certificates, email boxes and servers.
* Managed creation of user accounts and profiles, resetting and dealing on login credentials, meticulous handling of billing information and ensuring account security out of hackers.
* Resolved supporting documentation issues by communicating to the appropriate channels**.**
* Proactively worked with Area Operations Manager, Operation Supervisor and Technical Support Team.

# PICO DE LORO BEACH AND COUNTRY CLUB

**On-the-Job Training**

**(***December 14, 2014 – March 30, 2015)*

## IT Support

## (*March 31, 2105 – July 17, 2015) Batangas, Philippines*

* Provided support on both club and hotel’s guests as well as computer and POS user.
* Managed smooth performance of critical systems used on the operation such as Food and Beverage Point of Sale Systems, PABX, Opera and Membership/Guests Reservation System.
* Managed installation of operating systems, anti-malware and anti-virus programs, Microsoft Office packages and other software used in day to day club and hotel operation.
* Managed updates and patches of every software installed on each desktop deployed at 63 different users.
* Maintained healthy file system administration and security through categorization of user/group accounts, privileges and access level.
* Maintained security on network and server infrastructure through managing firewall and web access.
* Maintained and monitor daily back up of club and hotel servers along with its compiled error and system log reports.
* Maintained server management considering its security, performance monitoring, back and restoration.
* Performed configuration, installation and deployment of Wi-Fi routers at 150 hotel rooms and 30 different departments.
* Performed designing and deployment of network infrastructure (WAN/LAN) through application of knowledge on switch and router configuration.
* Performed maintenance of wired and wireless connection on both club and hotel areas.
* Managed installation, configuration and deployment of printer, telephones, credit/debit card terminals, card readers, scanners, cash card terminal, SMAC terminals and other related technical stuffs.
* Performed troubleshooting and diagnosing process on desktop access, network connection problems and other software related issues.
* Performed assembly and installation of hardware stuffs such as system unit parts.
* Maintained up to date active directories of each servers located on separated 5 Server Rooms.
* Managed, captured and processed data to create necessary operational reports.
* Performed weekly and monthly inventory of every technical stuff deployed by IT department.
* Managed operational functionality of hardware devices connected to desktop computers such as printer, cash card terminals and other devices.
* Performed setting of meetings for the team and top management to secure group coordination and collaboration.
* Prepared necessary documents for item transfer in and out of the business area.
* Performed synchronize document management process for accurate and easier access of records.
* Developed data collection and evaluation methodologies including data compilation, relevancy and usage.
* Maintained good working relationship with clients thru regular email and call escorting.
* Developed and implemented evaluation methodology related to restaurant programs to determine completeness and adequacy of the data collection procedure.
* Participated on Point of Sales system development and creation of its manual.

Project: MICROS POS (*Point of Sales System Development)*

* Reviewed entities to be added into new system for continuous business flow development.
* Participated in MICROS POS development meeting and operational call with client.
* Reviewed industry and regulatory requirements as well as the department policies and procedures.
* Drove the completion of POS deliverables within the agreed deadline.
* Maintained a thorough knowledge of established client requirement policies and controlling standards.
* Provided assurance to the client, and/or external auditors, that proper set of internal controls is in place, and that the client’s assets and obligations are accurately reflected.
* Proactively worked with Area IT Manager, IT Supervisor, IT Assistant, MICROS POS Development Team and end users in ensuring issues and concerns are addressed positively and in accordance within prescribed deadlines.

## EDUCATION

***Bachelor of Science in Information Technology***

2011 - 2015 BatStateU- ARASOF, Nasugbu, Batangas, Philippines

Outstanding Awardee

## RECOGNITION

* IT Passport (IP) Certification Examination Passer
* University Scholar
* Outstanding Awardee
* CST Top Performer