**Jackielyn**

**Jackielyn.366620@2freemail.com**

 ***OBJECTIVE***

To be part of a good company in accordance with my desired position and qualification. Willing to learn and to be trained. Will accept any challenges of the job required and to help in any way possible for company to grow and prosper as well.

***WORK HISTORY***

***Sales Advisor, 050 Telecom United Arab Emirates***

***Dec 21, 2014 – Jan 18, 2017***

* Reach the target monthly
* Making the inventory every day and monthly
* Assisting the customer to meet their needs handling customer objections
* Promote multi brand mobile phone
* Competitors technical know, how much price and promotion
* Established and maintain good relationship with customers and subordinates
* Submit sales report attending to customer problem, complaints, inquiries, and providing excellent customer service

***Assistant Manager, Mcdonald’s United Arab Emirates***

***November 17, 2009 to March 31, 2014***

* Focusing on running the shift smoothly
* Responsible for arranging stocks and inventory
* Assign in different station area ( Counter area, Kitchen, Lobby, Grill, Fry station and Back sink )
* Managing customer complaints
* Giving the customer needs and make sure that the customer will enjoy their time to staying and give them reason to come back.
* Managing opening and closing shifts with some supervision
* Frequently talking to customers to measure and improve their satisfaction with their Mcdonald’s experience
* Controlling labor, waste, cash and yields while managing shifts. ( managing the costs of day- to day- shift control
* Maintaining restaurants safety awareness and safety records
* Completing assigned daily paper work, including inventories, cash sheet, drawer counts and deposit
* Training people on crew station
* Demonstrating leadership and communicating effectively

***SUPERVISOR, Tropical Hut Hamburger***

***August 10,2002 to Nov 2009.***

* Execute quality customer service
* Assigned to train newly hired member
* Tasked to do the customer survey and customer relation
* To give 100 % satisfaction of the customer
* To give task to the crew
* Monitoring the stat variance

 ***EDUCATIONAL BACKGROUND***

 *Hotel and Restaurant Management*

 Associate graduate

 International School for Hotel and Restaurant Management

 Bacoor, Cavite

 2005-2007

 *Imus National High School*

 Imus, Cavite

 1998-2002

 *Obong Elementary School*

 Basista Pangasinan

 1990-1998

***Seminars attended***

***Certificate of Achievement:***

Basic Computer Training Program using Microsoft Windows 98 and Microsoft office 2000. Word, Excel and Power point.

September 17, 2004 - Hon. Ayong Maliksi Provincial Governor

***Certificate of Completion:***

 Food and Beverage Department at Island Cove Resort and Leisure Park. May 19, 2007 – Binakayan, Kawit, Cavite

***Certificate of Attendance:***

Hotel Orientation Program front Office Operation and Housekeeping Overview.

 December 20, 2005 – Manila Pavilion Hotel

***PERSONAL DATA:***

Age: 31

Birth Date: June 12, 1985

Place of Birth: Pangasinan

Gender: Female

Height: 5’’3

Weight: 100 lbs.

Nationality: Filipino

Marital Status: Married

Religion: Roman Catholic

Language: Tagalog, English

I hereby certified that above information contained in this resume is true and correct to the best of my knowledge and well-being.