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| **MIKEE**  |

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| **CAREER OBJECTIVE:**⯍To build a long-term career in and support the organization and its management with opportunities for career growth.⯍To enhance my professional skills in a dynamic and stable work environment.Email address***Mikee.379710@2freemail.com*****Special Skills:**•Chocolate, Cake & Cookies Maker•Good in Customer service•Communication Skills•Leadership Skills•Multitasking SkillsEducation:**College:***DMMA College of Southern Philippines*Tigatto Road, Buhangin, Davao City, Philippines**Bachelor of Science in Hospitality management Major in Hotel and Restaurant Management**Personal Traits:* Meticulous
* Organized
* Motivated
* Honest
* Responsive
* Good sense of ingenuity

BASIC INFORMATION:Visa Status : EmployedNationality: FilipinoLanguage:English | Career PathSales AssociateGodiva Chocolatier * Functions asSales Associate
* Basic understanding of sales principles and customer service practices.
* Knowledge of customer and market dynamics and requirements.
* Solid communication and interpersonal skills.
* Ability to read, write and effectively communicate with customers, peers and management.
* Telephone etiquette
* Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business.
* Ability to work as part of a team and take initiative independent of direct supervision.
* Customer service focus.
* Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service.
* Knows how to use POS and can do cashiering.
* Knowledgeable and skilled in ribboning and making chocolate trays.

Production Staff (Pastries Making & Chocolate Making)Opera Café Production*(Oct,2014 to Oct. 2016)** Functions as Production Staff
* Ordering the raw materials needed for the items.
* Monitor the proper procedures, ingredients and standards.
* Maintain production or work records.
* Oversee work progress to verify safety or conformance to standards.
* Maintaining the cleanliness of the kitchen.
* Checking the expiration date of the items.
* Making the production for the breakfast and function.
* Recording data, inventory and spoilage (daily/monthly operation).
* And a weekly general cleaning is a must.

Certificates* **FOOD SERVICES COMPANY Opera Café**

(Ayad Group Ltd.)Doha, Qatar (23 October 2016 )* **Chocolate Section – Best Staff Opera Café**

Doha, Qatar ( 10th January 2016 )* **Patisserie Production Department Opera Café**

Doha, Qatar ( 23 October 2016)* Bread and Pastry NC II ( TESDA, Davao City Philippines )
* Housekeeping NC II ( TESDA, Davao City Philippines )

Seminars & Trainings* **ISO TRAINING 9001 & 22000 Doha, Qatar** (March 01 to March 03 2015)
* **Basic Fire Safety (Food Services Co.) Doha, Qatar** (18th October 2016)
* **Basic Housekeeping & Chemical Awareness** (Ayad Group Ltd.) Doha, Qatar

(13th April 2016)* **Food Safety** (Ayad Group Ltd.) Doha, Qatar (8th March 2016 )
* **7 Habits of Highly Effective People Developing the Leader within You** (Food Services Co.) Doha, Qatar ( 7th February to 8th February 2016 )
* **Felchlin Chocolate Workshop, Pralines, Chocolates, Bonbons, Chocolate Specialties** (Felchlin Switzerland and Condirama Atelier Des Saveurs)

(8th August to 9th August 2015) Doha, Qatar * **Opera Pastry Training Pralines & Chocolates, Cacao Butter Colour Technics** (Felchlin Switzerland and Condirama Atelier Des Saveurs) (15th&16th Feb. 2015) Doha, Qatar

**Bakery Sales Associate****Red Ribbon Bakeshop***(April 2011 to March 2014)**Davao City, Philippines***- Function as Bakery Sales Associate*** Welcome customers as they arrive at the bakery and respond to their queries regarding baked products.
* Provide customers with information on freshly baked products and their ingredients.
* Assist customers in choosing cakes, pastries, cookies, breads and pies according to their specific tastes.
* Ring up sales on the POS system and process credit card and cash. Payments.
* Assist in carrying purchases to customers’ cars and thank them for their business.
* Pack cooled baked goods in appropriate packing and labels them with price and expiry information.
* Assist in decorating cakes, pies and cookies.
* Ascertain that baking and mixing utensils and equipment is properly cleaned and maintained.
* Carry baked goods to the frontend and place them aesthetically in display cases.
* Set up and update information regarding the day’s specials or specific offers in window displays.
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