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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***](mailto:Mikee.379710@2freemail.com)  **Special Skills:**  •Chocolate, Cake & Cookies Maker  •Good in Customer service  •Communication Skills  •Leadership Skills  •Multitasking Skills Education: **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 Path  Sales Associate  Godiva 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. |