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|  | **LIZETTE** Lizette.383508@2freemail.com  |
| AGE: **28 yrs. Old**GENDER: **Female**BIRTHDAY: **November 09, 1990**NATIONALITY:**Filipino**CIVIL STATUS:**Single**RELIGION: **Christian**WEIGHT: **53 kg / 117 lbs**HEIGHT: **5’3” / 162 cm**VISA STATUS: **Visit Visa** | **SUMMARY** |  |
| Customer Service Manager that is result and people-oriented and desires to deliver an exceptional customer satisfaction. Focused on high expectations and raising service standards. |
| **Work experience** |  |
| **2ndAssistant Manager, August 2014 to June 2018***McColby’s Inc. - McDonald’s*San Carlos City, Pangasinan, Philippines* Handled People system; Personnel works
* Responsible on Hiring process
* Responsible for the processing and assessing Crew performances
* Handled Inventory Management
* Worked as Manager-in-Charge in a day to day basis

**Assistant Manager, May 2013 to July 2014***McColby’s Inc. - McDonald’s*San Carlos City, Pangasinan, Philippines* Handled Crew Scheduling system for one year
* Worked closely with the Training Manager to ensure crew training monthly are scheduled
* Worked as Manager-in-Charge and Area Manager (Service & Production)
* Handled Food Safety system

**Swing Manager, Nov 2011 to 2013***McColby’s Inc. - McDonald’s*San Carlos City, Pangasinan, Philippines* Worked as area manager (Service & Production)
* Worked as support to the Management Team

**Service Crew/Crew Chief, July 2009 to 2011***McColby’s Inc. - McDonald’s*San Carlos City, Pangasinan, Philippines* Responsible on training crew especially new hires
* Served as “little manager” during shifts; served as voice of service crew
* Responsible on developing crew performance.
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| **Education Background** |  |
| **Tertiary****Associate in Hotel and Restaurant Management, June 2007 to October 2011***Virgen Milagrosa University Foundation*San Carlos City, Pangasinan Philippines **Secondary***Juan Sumulong High School, June 2003 to April 2007*18th Ave., Cubao, Quezon City Philippines**Primary***Central II Elementary School, June 2002 to April 2003* San Carlos City, Pangasinan Philippines (Grade VI)*Paltok Elementary School, June 1997 to April 2002*SFDM, Quezon City Philippines (Grade I to V) |
| **Highlights / Skills** |  |
| * Inventory Management
* Customer satisfaction
* Scheduling
* Established strong leadership
* Crew Training (Manpower Management)
* Food Safety Management
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| **Seminars / Trainings /Achievements** |  |
| **Certificate of Recognition****Guest Speaker, 15th Year Crystal Anniversary Forum** **of Hotel & Restaurant Management** *Virgen Milagrosa University Foundation,* September 27, 2016**Diploma of Completion**People Practice Classes II, August 8, 2015**Diploma of Completion**Effective Management PracticesDean’s Lister/Professional Manager AwardeeAugust 3-7, 2015**Diploma of Completion**New Advanced Shift Management CourseDean’s ListerJanuary 26-30, 2015**Diploma of Completion**Advanced Shift Management CourseAugust 6-9, 2012**Diploma of Completion**Basic Shift Management CourseDean’s ListerJuly 24-27, 2012**Diploma of Completion**Food Safety CourseJuly 23, 2012 **Reference** UPON REQUEST |

*I hereby certify that the above information given is true and correct as to the best of my knowledge.*

**LIZETTE**

Applicant