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|  | **LIZETTE**  [Lizette.383508@2freemail.com](mailto: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. | |
| **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 | |
| **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 Practices  Dean’s Lister/Professional Manager Awardee  August 3-7, 2015  **Diploma of Completion**  New Advanced Shift Management Course  Dean’s Lister  January 26-30, 2015  **Diploma of Completion**  Advanced Shift Management Course  August 6-9, 2012  **Diploma of Completion**  Basic Shift Management Course  Dean’s Lister  July 24-27, 2012  **Diploma of Completion**  Food Safety Course  July 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