

Sheila Mae Muro

Cebu City 6046

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Motivated Store Manager focused on increasing efficiency while reducing cost. Resourceful and forward thinking with hardworking and dedicated mindset. Desire leadership position with growing company.

Willing to relocate: Anywhere

Work Experience

Store Manager

Penshoppe-GOLDEN ABC Inc

August 2018 to Present

- Plan, direct and evaluate the operations of establishments engaged in wholesale and retail sales or of departments in such establishments
- Manage staff and assign duties
- Study market research and trends to determine consumer demand, potential sales volumes and effect of competitors' operations on sales
- Plan budgets, authorize expenditures, and monitor revenues
- Evaluate and improve customer service and respond to customer requests and issues
- Address staffing requirements, including the hiring, development and retention of staff

Store Supervisor

Toy Kingdom- International Toyworld Inc

December 2017 to August 2018

- Supervise and co-ordinate sales staff and cashiers
- Authorize payments and the return of merchandise
- Resolve issues that may arise, including customer requests, complaints and supply shortages
- Maintain specified inventory and order merchandise
- Hire and train or arrange for the training of new sales staff and monitor and report on performance
- Ensure the visual standards and image of the store are maintained, such as store displays, signage and cleanliness

Assistant Restaurant Manager

Chowking- Fresh N'Famous Foods Inc

April 2014 to September 2017

- Plan, organize, direct, control and evaluate the operations of a restaurant, bar, cafeteria or other food or beverage service
- Recruit staff and oversee staff training
- Set staff work schedules and monitor staff performance
- Control inventory, monitor revenues and modify procedures and prices
- Resolve customer complaints and ensure health and safety regulations are followed
- Negotiate arrangements with suppliers for food and other supplies
- Negotiate arrangements with clients for catering or use of facilities for banquets or receptions.

Barista

Starbucks-Rustans Coffee Corporation

August 2012 to January 2013

- Take customers' orders
- Use equipment to prepare hot beverages such as coffee and tea specialties
- Stock refrigerators and salad bars and keep records of the quantities of food used
- May receive payment for food items purchased.
- Unpack and store supplies in refrigerators, cupboards and other storage areas
- Replenish condiments and other supplies at tables and in serving areas

Education

Bachelor of Science in Hotel and Restaurant Management in Hotel and Restaurant Management

University of San Carlos

June 2008 to March 2012

Skills

- Customer Service Management
- Budgeting and Cost Control
- Manage Operations
- Employee Training
- Inventory Control
- Store Operations Oversight
- Retail Management
- Store Management Experience
- Profit & Loss
- Merchandising
- Cash Handling
- Management
- Recruiting
- Loss Prevention
- Pricing
- Payroll
- Sales Management
- Upselling
- Leadership

Awards

Most Valuable Player

August 2017

For exemplary demonstration of Core Value "Teamwork"