



RAYMOND CHRISTOPHER E SERRANTES

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Present Address:
FELIPE, LACSON ST., ZONE - 12, TALISAY CITY 6115,
Negros Occidental, Philippines

Basic Information

Age 32	Birth Date Aug 12, 1990	Gender Male	Civil Status Single
Height (cm) 170	Weight (kg) 62	Nationality Filipino	Religion Christianity - Catholic

Work Experience

I have been working for 10.86 years

May 2017 - PRESENT
(6 Years, 1 Week)

Store Manager [Retail]
Miniso [Mini Depato Corp.]
Retail / Merchandise
SM City Bacolod, Philippines

Coordinates with relevant departments or divisions to actively share common understanding to policies and guidelines formulated by the division.

Manages and controls division and department expenses and ensures that activities are within agreed budgets.

Ensures that all programs and action plans are in compliance to company policy and procedures and all due diligence are attended to accordingly.

Ensures timely compliance to government reports and mandatory benefits distribution of all employees.

Ensure that company policies are properly implemented.

Completes store operational requirements by scheduling and assigning employees; following up on work results.

Maintains store staff by recruiting, selecting, orienting, and training employees.

Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.

Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.

Ensures availability of merchandise and services by approving contracts; maintaining inventories.

Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.

Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.

Secures merchandise by implementing security systems and measures.

Protects employees and customers by providing a safe and clean store environment.

Maintains the stability and reputation of the store by complying with legal requirements.

Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.

Contributes to team effort by accomplishing related results as needed.

Jan 2015 - Apr 2017
(2 Years, 3 Months)

Assistant Restaurant Manager

Jollibee Foods Corporation
Food & Beverage / Catering / Restaurant
SM City Bacolod, Philippines

Deliver superior service and maximize customer satisfaction following Food, Safety, Cleanliness Gold standards
Respond efficiently and accurately to customer complaints
Regularly review product quality and research new vendors
Organize and supervise shifts
Appraise staff performance and provide feedback to improve productivity
Estimate future needs for goods, kitchen utensils and cleaning products
Ensure compliance with sanitation and safety regulations
Manage restaurant's good image and suggest ways to improve it
Control operational costs and identify measures to cut waste
Create detailed reports on weekly, monthly and annual revenues and expenses
Promote the brand in the local community through word-of-mouth and restaurant events
Recommend ways to reach a broader audience (e.g. discounts and social media ads)
Train new and current employees on proper customer service practices
Implement policies and protocols that will maintain future restaurant operations

Jul 2012 - Dec 2014
(2 Years, 5 Months)

Branch Officer

World of Fun [KC Wonderland Corp.]
Entertainment / Media
SM City Bacolod, Philippines

Overseeing salespeople, cashiers, shelf stockers, and other employees.
Managing finances and preparing an annual budget.
Keeping records of expenditure, sales figures, and employee performance.
Evaluating the supply and availability of stocks, and profit-margins.
Implementing measures to avoid stock damages, theft, and wastage.
Monitoring shelf stocks and product displays, and the general appearance of the store.
Investigating market trends and offering products that would appeal to customers.
Addressing customers' requests, comments, and complaints.
Motivating employees to achieve targets.
Training new staff members and scheduling shifts.

Educational Attainment

Jun 2007 - May 2011

**Carlos Hilado Memorial State University [formerly
CHMSC]**

Bachelor's / College Degree

Bachelor of Science in Information System

Government Documents

Passport

ID Number: P0761131C

Place of Issue: Bacolod City

Date of Expiration: Jun 30, 2032

Trainings / Seminars

Oct 08, 2021 - Oct 08, 2021

Occupational Safety and Health Standards (Safety Officer Training)

Safety Organization of Negros Occidental, Inc.

Bacolod City, Neg. Occ., Philippines

Mar 15, 2015 - Mar 19, 2015

Basic Operations Training Program - Jollibee

Jollibee Philippines HR Learning and Development

Cebu City, Philippines

May 07, 2012 - May 07, 2012

Basic Life Support Training

Bacolod Seagull Rescue Incorporated

Bacolod City, Neg. Occ., Philippines

Skills

Leadership | Delegation | Coordination | Interpersonal Skills |
Coaching | Decision Making | Collaboration | Execution |
Communication | Logistics | Technical Knowledge

Languages

English | Filipino | Hiligaynon

Character References

Miko Jun Pesalvo

Sales Manager

Filinvest

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Azela Batulan

Software Test Engineer

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