

# John Erich J. Castillo

Doña Susana Street, Lourdes Heights Subdivision  
Barangay Del Rosario, City of San Fernando, Pampanga

jejcastillo@gmail.com

Mobile No. 09772630426



---

## CAREER OBJECTIVE

To develop myself professionally in a business-driven work environment and put my skills set in practice for the organization's success

## EDUCATION

### Tertiary Education

**UNIVERSITY OF THE PHILIPPINES Diliman, Extension Program in Pampanga (UPDEPP)**

Claro M. Recto Avenue, Clark Freeport Zone

**Bachelor of Science in Business Management**

Class of 2013

### Secondary Education

**PAMPANGA HIGH SCHOOL**

High School Boulevard, Barangay Lourdes, City of San Fernando, Pampanga

Class of 2009

### Primary Education

**INFANT JESUS LEARNING CENTER**

Barangay San Isidro, City of San Fernando, Pampanga

Class of 2005

## PROFESSIONAL WORK EXPERIENCE

### Classic Savory (Savory Fastfood, Inc.)

February 2016 - October 2020

**Position:** ASSISTANT RESTAURANT MANAGER and OIC

#### Key Result Areas:

#### SERVICE AND MARKETING (February 2016 - October 2016)

- In charge of supervision, management, and training of all dining staff
- Provides store-wide reward-based selling programs to boost sales
- Requests and updates collaterals and other marketing materials both inside mall premises and Retail Trade Areas.
- Consolidates marketing and sales performance reports

#### KITCHEN MANAGEMENT (November 2016 - October 2020)

- Handles supervision and training development of all kitchen staff
- Analyzes and drafts food cost and variance cost reports
- Controls and oversees ordering and production
- Inventory management

**OFFICER-IN-CHARGE** (March 2018 - October 2020)

- Over-all in charge of restaurant operations
- Evaluates operating costs based on sales trends
- Oversees training of all employees
- Develops year-long marketing plan for the restaurants

**McDonald's Philippines (Golden Arches Development Corporation)**

June 2014 - May 2015

**Position:** SECOND ASSISTANT MANAGER

**Restaurant Assignment:** McDonald's Royal Clark (Clark Freeport Zone, Pampanga)

**Responsibilities:**

- Helps in leading the store to achieve sales targets and profitable shifts, ensures that standards of day-to-day restaurant operations are met, and quality products are delivered.
- Entertains customer-related queries and assessing other employee-related concerns.
- Store-wide KRA's like People and Service, Inventory Management, Food Safety, Training, Payroll, and Crew Scheduling are also rotationally delegated.

**Office of the Congressman 1<sup>st</sup> District, Pampanga**

August - November 2013

**Position:** RESEARCH ASSOCIATE

**Responsibilities:**

- Assists the Project Director in carrying out the research project (a Socio-Economic Profile).
- Responsible for the design, collection, and analysis of evaluative project data, as well as discussions with sectoral consultants involved in the project.
- In charge of writing reports; coordinating research activities; participating in the definition of research directions; presentation and defense of report to the sectoral consultants; and any other research activities as required.

## KEY QUALIFICATIONS AND ABILITIES

- Strong oral and written communication skills
- Computer literate; skilled in desktop publishing and Word processing; knows how to use display media including MS Powerpoint and Prezi (for presentations) and SeaMonkey software (in designing webpages)
- In depth experience of adhering to business standards expressed by the company/institution
- Possesses a true desire to satisfy the requirements of others in a fast-paced environment
- Leadership skills
- Public speaking
- Performs service with professionalism, competence, and diligence
- Detail-oriented and efficient
- Creative arts and drawing

## SEMINARS & TRAINING

**Careers at HDMI/IADI**

January 28<sup>th</sup> 2013

Barangay Balibago Activity Hall, Angeles City

**ExeQserve Career Readiness Workshop**

January 28<sup>th</sup> 2013

Barangay Balibago Activity Hall, Angeles City

**McDonald's Shift Management Excellence Class**

October 2014

McDonalds Training, Learning, and Development Center, Makati City  
*Professional Manager Awardee*

**McDonald's Advanced Shift Management Class**

February 2015  
McDonalds Training, Learning, and Development Center, Makati City  
McDonalds Training, Learning, and Development Center, Makati City  
*Dean's List Awardee*

**Classic Savory Basic Restaurant Operations Management Training I (Dining and Service)**

March 2016  
Classic Savory Training Office, Quezon City

**Classic Savory Basic Restaurant Operations Management Training II (Marketing)**

June 2016  
SM City Annex, Quezon City

**Classic Savory Basic Restaurant Operations Management Training III (Kitchen Management)**

January 2017  
Fisher Mall, Quezon City

**Train the Trainer Seminar (Classic Savory)**

October 2018  
SM City Annex, Quezon City

**Achieving a Culture of Excellence and Service Leadership (Classic Savory)**

August 2019  
SM City Annex, Quezon City

## CHARACTER REFERENCE

**Aries Patawaran**

Faculty Member, University of the Philippines Diliman Extension Program in Pampanga  
agpatawaran@gmail.com  
09156462728

**Cecilia Pag-antalan**

Restaurant Manager, McDonald's Royal Clark  
09178829777

**Jun Anicete**

Area Manager, Classic Savory  
junanicete@classicsavor.com  
09178678357

## AFFILIATION

**University of the Philippines Business Management Society (UP BMS)**

**A.Y. 2010-2011** Member, Marketing Committee  
**A.Y. 2011-2013** Vice-President, Marketing Committee