

# ACUÑA, KIMBERLY ANN R.

257 Capt. Ciano R. Balderamma St. Ibayo  
Tipas, Taguig City  
+639173898342  
[kimberlyannacuna@gmail.com](mailto:kimberlyannacuna@gmail.com)



## **AIM**

My goal is to add and create value in supporting an organization's business goals through my skills and expertise. I envision charting in this organization a long-term career plan that will allow me not just to grow others but likewise ensure my own development.

## **SUMMARY OF QUALIFICATION**

Eight years of work experience – provides Direction and Leadership, manages employees' performance, motivate a team to achieve targets and objectives of continuously improving quality of products and services increasing store revenues and improve profitability.  
Has Good Communication Skills; Basic knowledge in Baking, Food Sanitation and Safety, Proficient in the use of the following softwares: Microsoft Excel, Microsoft Word and Microsoft Powerpoint, Can adapt easily to different working environment and can work under extreme pressure.

## **WORK EXPERIENCE**

- Single Origin Coffee and Tea Inc. June 2017 - Present  
Single Origin  
Operations Manager  
  
Duties and Responsibilities:  
- Responsible to attain optimum profitability from the operations of all restaurants by providing delightful customer service, quality products and ensuring operational excellence in accordance with established company policies, systems, procedures and standards.
- Foodparks by Raintree October 2015 – June 2017  
Stella and Rocketroom  
Restaurant Manager  
  
Duties and Responsibilities:  
- Responsible in creating the tone and personality of the store by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment through the Guiding Principles. Lead all Team Members in an efficient and profitable operation.
- Global Restaurant Concepts Inc. February 2015 – October 2015  
Gyu-kaku Japanese BBQ Restaurant  
Restaurant Manager  
  
Duties and Responsibilities:  
- Responsible in creating the tone and personality of the store by being an advocate of training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment through the Guiding Principles. Lead all Team Members in an efficient and profitable operation.
- Global Restaurant Concepts Inc. November 2014 - February 2015  
Godiva Philippines (City of Dreams Manila)  
Shift Manager  
  
Duties and Responsibilities:  
- Responsible for opening the first store in the Philippines, in charged with ordering of imported and local ingredients. Exposed and trained in Hong Kong with their daily operations, sanitation and customer service of the retail stores.
- The Coffee Bean and Tea Leaf Phils. Inc. January 2013 - July 2014  
District Manager  
  
Duties and Responsibilities:  
- Responsible for directing and educating the Store Managers and Lead Shift Supervisors within a specified district in the daily operations, sales and customer service of the retail stores. Fulfills duties assigned by Operations Manager / Director.

- The Coffee Bean and Tea Leaf Phils. Inc.  
Store Manager

July 2012 - January 2013

Duties and Responsibilities:  
- Responsible in creating the tone and personality of the store by being an advocate of training, customer service , product knowledge and education, encouraging safe work practices, and a demonstrated commitment through the Guiding Principles. Lead all Team Members in an efficient and profitable operation.
- The Coffee Bean and Tea Leaf Phils. Inc.  
Shift Supervisor

July 2011 - July 2012

Duties and Responsibilities:  
- Responsible for the supervision of the Baristas in maintaining the quality of service and product. It enforces all procedures in the absence of the Store Manager.
- The Coffee Bean and Tea Leaf Phils. Inc.  
Barista

June 2011 - July 2011

Duties and Responsibilities:  
- Responsible for serving all products with friendly, individualized attention towards each customer. Educate customers about the products.

EDUCATIONAL BACKGROUND

- B.S Hospitality Management  
Pamantasan ng Lungsod ng Pasig  
*Best in Feasibility, Dean's Lister and Cum Laude*

2007- 2011  
(College Level)
- Rizal High School  
Pasig City  
*Class, Top 1*

2003-2007  
(Secondary Level)
- Precious Academy  
Taguig City  
*Class, Valedictorian*

1998-2003  
(Primary Level)

SEMINARS AND ACHIEVEMENTS

- ✓ Tea Seminar with David de Candia (May 2013)
- ✓ In House Training: Customer Service 101(The Coffee Bean Way), Customer Service 102 (Creating Magic Moments)
- ✓ In House Training: World of Coffee and Tea (Coffee and Tea Background)

PERSONAL INFORMATION


BIRTH DATE: April 7, 1991  
AGE: 28 years old  
HEIGHT: 5'2"  
WEIGHT: 52 kg.  
GENDER: Female  
CIVIL STATUS: Single  
RELIGION: Christian  
HOBBIES: Reading books, Travelling

CHARACTER REFERENCES

Ms. Luisa del Rosario  
Operations Director  
Global Restaurants Concepts Inc.  
+63 9178694888

Ms. Rhona Coronel  
Operations Director  
Foodparks by Raintree Inc.  
+63 9175709020

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

  
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Kimberly Ann R. Acuña