# **Mary Glenn Baina Fajardo**

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Marietta-Romeo Village, Sta. Lucia, Pasig

**Objective**

To obtain a challenging position in a company that allows individual development and professional growth while making positive contributions to the organization.

**Professional Experiences**

**OPERATIONS MANAGER** **MOTHER SPICE FOOD CORP.**

**MANGO TREE MANILA** BGC, Fort Bonifacio, Taguig City, Philippines

March 2018 – Present

* Provide inspired leadership for the organization
* Enhance the operational procedure, systems and principles in the areas of business processes and management
* Improve management reporting and look for opportunities to expand systems
* Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify market trends

**MEMBER RELATIONS MANAGER**

**MANILA HOUSE PRIVATE CLUB MANILA HOUSE PRIVATE CLUB INC.**

September 2016 – October 2017 BGC, Fort Bonifacio, Taguig City, Philippines

* Create and manage the member database management system that will facilitate an understand their needs and interest with direct marketing and relationship management
* Organize regular members’ engagement activities such as art classes, mixology training, book club and anything that best interest them
* Handle the communication and retention procedure for each member and their nominees
* Manages concierge manpower; stationing and scheduling
* Handles accounts receivables, membership dues and send bill of the members

**RESTAURANT SUPERVISOR PARIS GROUP INTERNATIONAL L.L.C.**

**FAUCHON PARIS – MALL OF THE EMIRATES** Festival Tower, Dubai, UAE

February 2014 – November 2015

* Supervise and participate in kitchen and dining area activities.
* Train subordinates in food preparation, and in service, sanitation, and safety procedures.
* Observe and evaluate subordinates and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
* Assign duties, responsibilities, and work a station to subordinates is in accordance with work requirements.

**P.A. OF THE DIRECTOR - BUSINESS DEVELOPMENT PARIS GROUP INTERNATIONAL L.L.C.**

**LEASING COORDINATOR**  Festival Tower, Dubai, UAE

October 2013 – February 2014

* Responsible for high-level executives and entire department.
* Provides administrative support and performs numerous duties.
* Negotiate lease and contract agreement.
* Creates strategic and action plans at the executive level of the company to formulate new business ventures.

**PRODUCT QUALITY MANAGER GREAT FOODS CORPORATION**

September 2011 – September 2013 Greenhills /Vito Cruz , Manila Philippines

FRANCHISE OF JOLLIBEE FOODS CORP.

* Manages and maintain correct staffing levels
* Maintain accurate food-ordering and stocking levels, including all kitchen material
* Manages wastage through correct product forecasting
* Supports in achieving financial targets set
* Prepares Power Point Presentations for all the immediate superiors in the company.

**RESTAURANT MANAGER DAIRY QUEEN**

September 2009 –April 2011 SM Megamall, Manila Philippines

* Manage the operation of the restaurant through the development and growth of staff, sales and

profitability in accordance with established company standards, policies and procedures.

* Assist in the success of the restaurant by ensuring guest satisfaction through adhering to HDQ company

standards for quality, value, service and cleanliness.

* Maintain a positive working relationship with all restaurant employees to foster and promote a cooperative, pleasant and fun working climate, which will be conducive to maximize employee morale, productivity and efficiency.

**MARKETING SUPERVISOR TRI-VISION VENTURES, INC**

April 2009 –August 2009 Aurora Blvd., Cubao Quezon City, Philippines

OPERATORS OF ALL DUNKIN’ DONUTS IN MANILA AND CALOOCAN

* Responsible in the creation, analysis and implementation of the marketing mix in consideration to the different outlet’s market demand.
* Accountable in launching marketing activities with the objective of increasing profitability of the outlet and the company as a whole.

**MARKETING OFFICER YELLOW CAB PIZZA COMPANY**

November 2008 –March 2009 South Super Highway, Makati, Philippines

* Develop and implement appropriate strategies by selecting, segmenting and targeting markets, and do promotion and services to our market
* Manage store image or undertake direct marketing
* Develop plans for advertising, sales promotion, public relations, personal selling and sales management
* Identify and analyze an organization’s strengths and weaknesses, and respond to opportunities and threats in the marketing environment

**GROUP STORE MARKETING MANAGER/SHIFT MANAGER GREAT FOODS CORP. /LUCKY BEES CORP.**

June 2006 –June 2008 Greenhills /Vito Cruz, Manila, Philippines

FRANCHISE OF JOLLIBEE FOODS CORP.

* Manage both stores in terms of Marketing at the same time
* Ensure brands’ equity and service
* Strengthen sales building strategies, plans implementation
* Responsible of the ads and promo
* Local store marketing escalation

**SALES & BANQUET COORDINATOR HOTEL KIMBERLY INC.,**

August 2005 –January 2006 Pedro Gil St., Malate Manila, Philippines

* Promotes HKI services & facilities through mailers and telemarketing
* Assists the Sales Manager in developing & implementing marketing programs
* Handled various special events
* Handles Room reservation

**Educational Background**

### Tertiary: Bachelor of Science Degree in Commerce

### Major in Hotel and Restaurant Management / Tourism

### 2000 -2005

ST. SCHOLASTICA’S COLLEGE – MANILA

**Personal Profile**

Birthday : September 4, 1983

Nationality : Filipino

Civil Status : Single

Experienced restaurateur with a demonstrated history of working in the industry. Skilled in Event Planning, Management, Marketing and Customer Service. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manages entire operations to ensure responsive and efficient transactions. Dedicated restaurateur with extensive experience in retail and food service settings. Have a solid reputation for building productive guest-focused teams enthusiastically committed to achieving outstanding guest service standards.

A high energy and results-driven professional with over 14 years guest services experience in a managerial capacity. Excellent planning and organizational skills result in the optimum functioning of the department and the consistent achievement of guest services standards. Sustained interpersonal and motivational ability ensure a strong team approach and the attainment of maximum performance levels and productivity. Have the ability to obtain outstanding results in a challenging environment.

**Character Reference**

* Available Upon Request