

WORK EXPERIENCE

Trendz Furniture Shop

Malasiqui, Pangasinan

Operations Manager

2020 - 2023

Business Operations: Managed daily business operations to enhance workflow efficiency and ensure seamless service.

- Supervise a team of 10 employees, ensuring all tasks were completed on time and to company standards.
- Reduced cost by 10% through process improvements in inventory management and staff scheduling.
- Oversaw equipment maintenance and supply orders, ensuring **95%** uptime for smooth business operations.
- Developed and implemented strategies that increased customer satisfaction by **15%** and sales growth by **20%**.

Mang Inasal Malasiqui

Malasiqui, Pangasinan

Service Crew

2018-2019

Customer Service: Greet customers warmly, take orders accurately, and handle transactions efficiently, ensuring a positive dining experience.

- Managed and processed customer orders efficiently, reducing wait times during peak hours by **20%**.
- Resolved customer complaints promptly, improving overall satisfaction and return rate by **25%**.
- Collaborated with team members to optimize restaurant operations during high-traffic periods.
- Ensured food presentation and quality standards were met, contributing to a better dining experience and boosting customer retention by **10%**.

ENTREPRENEURIAL EXPERIENCE

DML's Wholesale Store

Malasiqui, Pangasinan

Owner/Business Manager

2016 - 2018

Managed a wholesale store specializing in a diverse range of alcoholic beverages and groceries, overseeing all aspects of the business from inception to daily operations, which provided invaluable experience in entrepreneurship and resilience.

- Implemented marketing strategies, expanding the customer base and increasing sales by **30%** in the first year.
- Crafted personalized offerings, increasing customer satisfaction by **25%** and boosting loyalty through tailored recommendations.
- Built strong relationships with retail clients, contributing to a **20%** growth in business and enhancing the brand's reliability.

Frontrow International

Dagupan, Pangasinan

Distributor

2015-2016

Product Sales & Recruitment: Promote and sell the company's products or services to customers, both directly and through referrals.

- Conducted product demonstrations, presentations, and consultations to educate potential customers on the benefits of the products, **resulting in a 30% increase** in product engagement.
- Provided training and guidance to new members on how to sell products, manage their business, and recruit others, **leading to a 20% increase** in team productivity and member retention.
- Support and mentor downline members to achieve their sales targets and grow their teams.

EDUCATION

Malasiqui National High School

High School Graduate | General Education | **General Average: 90**

SKILLS & INTEREST

Typing Skills : Proficient in typing with a speed of **70-90 WPM**, enduring efficient communication.

Technical Skills : **HTML5, CSS3, JavaScript, React.js, TailwindCSS, Git, Github**

Language : Conversational English | *Interests*: Team Sports, Books, Music, Technologies, Cooking, Strategy Games