

Adaptable Operations Leader | Workflow Enhancement | Technical Problem Solver

Professional Summary

Results-focused operations professional with 4+ years improving workflows, building light automation in **Airtable**, and keeping data accurate across purchasing, listings, and vendor coordination in lean teams. Brings a steady, service-oriented approach from customer support and restaurant operations, with a habit of spotting issues early and fixing them to protect timelines and quality. Seeking a **long-term**, background **operations** role with growth and stability where my strong tech affinity and quick learning can deepen into a clear niche around systems, data hygiene, and lightweight automations as responsibilities expand.

Key Skills

✓ Problem Solving ✓ Process Optimization & Efficiency ✓ Communication & Collaboration ✓ Flexibility & Adaptability

Professional Experience

Virtual Operations Specialist, BSV LLC, Nov 2024 – Jul 2025

- Took full ownership of purchasing operations, processing leads through **Airtable** with speed and accuracy; helped scale revenue from approximately \$10K to over \$100K in five months.
- Built and implemented low-code **Airtable** solutions including custom formulas, automated workflows, and enhanced filtering systems that improved team productivity and scalability.
- Troubleshoot technical system issues independently, resolving **Airtable** filter malfunctions and workflow disruptions to maintain seamless operations.
- Conducted comprehensive product research and market analysis (**Keepa**, **DataSpark**), evaluating ROI, profit margins, and sales velocity to identify high-potential inventory and support purchasing decisions across platforms.
- Managed multi-platform store operations including eBay listings, competitive pricing analysis, and product content optimization to maximize sales appeal.
- Led supplier problem resolution by gathering data from **Airtable**, email communications, and vendor feedback; analyzed issues and implemented practical solutions without escalation.
- Maintained clear communication channels with internal teams and external suppliers, ensuring timely execution of procurement decisions and inventory management.
- Adapted seamlessly across **purchasing**, **sourcing**, and **administrative** functions within a lean nine-person team structure, often serving as the sole purchasing specialist.
- Demonstrated exceptional adaptability by quickly mastering new processes and taking on expanded responsibilities as business needs evolved.

Remote Chat Support Specialist, Teletech Philippines, Jan 2021 – Apr 2021

- Supported T-Mobile customers via live chat in a fully remote setup, handling a wide range of inquiries including billing questions, account activations, basic troubleshooting, and minor technical issues while maintaining a friendly, rapport-driven tone.
- Navigated internal CRM and knowledge base tools to locate accurate solutions quickly, documented each interaction clearly, and ensured details were captured for smooth follow-ups or escalations when needed.
- Performed warm handoffs to advanced support for out-of-scope cases, summarizing context and prior steps to reduce repeat work for the next agent and improve time to resolution for the customer.
- Practiced active probing to uncover the root cause of issues and verified resolution before closing sessions, balancing speed with accuracy to meet service expectations in a fast, high-volume environment.
- Ranked among the top performers in training based on key metrics, demonstrating strong adaptation to tools and processes and composure during unexpected spikes in conversation difficulty and volume.
- Maintained professionalism under pressure, including challenging scenarios noted during training transition, and upheld a calm, customer-first approach despite internal hurdles and the demands of continuous typing in a chat-based workflow.
- Balanced handle time with first-contact resolution to protect experience while hitting targets.

Assistant Restaurant Manager 2 (ARM2), Petrodis Food Corporation (Jollibee N. Domingo), *Mar 2017 – Feb 2019*

- Progressed from MT to ARM3 then ARM2 after intensive ops training; studied store manuals thoroughly and passed assessments to move into full ARM duties with a focus on consistent standards and clean execution.
- Rotated across service and kitchen management, primarily leading service; audited SOPs, cleanliness, product availability, and peak-time workflow, while managing customer lines with calm, friendly support during rushes.
- In kitchen management, upheld FSC standards by checking food temperatures, holding times, product quality, workstation cleanliness, inventory levels, and ready-to-serve availability during peak periods.
- Spotted deviations on audit walks, documented issues, and fixed them immediately; for larger problems, recorded actions taken and properly endorsed ongoing solutions to the next shift so progress never stalled.
- Led crisis handling for critical customer feedback by identifying root causes, creating action plans, and submitting reports to the Restaurant Manager and Area Manager to prevent repeat issues.
- Facilitated daily morning huddles to share updates, address concerns, and run short behavioral refreshers so the team started each day aligned and ready for service.
- Took on store marketing after one year, handling Big Order Services and Jollibee Kids Party operations; coordinated with the kitchen lead for smooth bulk order flow and led a small crew for party hosting, mascot booking, and food prep.
- Streamlined party bookings by building a standard Excel template with built-in calculations, cutting average booking time from about 25 minutes to about 10 minutes (~60%) while reducing errors and back-and-forth.
- Ensured timely placement of new product materials, posters, and updated menu boards from corporate so in-store promotions were accurate and engaging.
- Partnered with the kitchen manager to review inventory flow, sales, and Food Cost and Paper Cost (FCPC) reports, then adjusted ordering, prep levels, and line workflow to lower waste and stockouts while keeping peak-time service steady.
- Earned consecutive **Gold Standard Awards** in 2017 and 2018 for consistently high marks in food, service, and cleanliness across audits and day-to-day operations.

Assistant Supervisor, Refreshers Food and Beverage, Inc. | Gourmet Farms, Inc., *Mar 2015 – Jul 2016*

- Started in food service and earned promotion to assistant supervisor after rotating across different store formats, learning standards hands-on, and consistently meeting service and operations expectations.
- Engaged guests at the counter and salad bar, guided meal choices, and kept lines moving during busy periods while maintaining a friendly, natural tone.
- Prepared fresh ingredients and ensured food quality, temperature, labeling, and workstation cleanliness met standards throughout the shift.
- Took and processed orders quickly and accurately, coordinated with back-of-house for timely fulfillment, and kept the service area stocked and orderly.
- Handled cashier duties end-to-end: processed payments, performed cash counts, balanced tills, bank deposits and addressed discrepancies before closeout.
- Managed basic store operations as assistant supervisor: inventory checks, ordering coordination, simple stock rotation, customer follow-ups, and daily document control for receipts and forms.
- Supported opening and closing routines, delegated tasks during peak windows, and coached new staff on service flow, hygiene, and station readiness.

Professional Training, Education & References

Artificial Intelligence Workshop, Vjal Institute, *Sep 2025*

- Introduction to prompt design and the value of effective prompts, prompt optimization and enhancement, a practical overview of LLM fundamentals, plus short assessments and reflections to apply concepts to real tasks and workflows.

Full Stack Development, Zuit Coding Bootcamp, *Jun 2019 – Sep 2019*

- Completed intensive three-month bootcamp in full-stack web development, gaining hands-on experience in HTML, CSS, JavaScript, Java, and SQL.

Bachelor's Degree in Hotel and Hospitality Management, Pamantasan ng Lungsod ng Maynila, *2009 – 2014*

Braden Sky | CEO / Owner, BSV LLC, Las Vegas, Nevada, **+1 (702) 885-5789**

Charles Solar | General Manager, BSV LLC, Las Vegas, Nevada, **+63 (976) 320-1782**