

**GRACE R. JAVIER**

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## Personal Information

Nationality: Filipino

Place of Birth: Sampaloc, Manila City, Philippines

Languages: English, Tagalog, some Spanish.

## Educational Background

***Tertiary (1975-1979)*** University of the Philippines, Diliman, Q.C.

B.S. Hotel and Restaurant Administration

***Secondary (1971-1975)*** Stella Maris College Q.C., Philippines

***Primary (1964-1971)*** Stella Maris College, Q.C., Philippines

## Work Experiences

Most recent experience

## **RESTAURANT BUSINESS**

***Bintana Coffee House***

*February 01, 2013 to Present*

To utilize my know-how in the food business, I did the business planning and helped to set up a new restaurant in Cebu City. I sourced for investors to fund the project and also handled the operational needs of the business, especially the streamlining of processes to help it stabilize. From its official opening in mid-May until now, I have acted as the head of operations but am in the process of turning over the reins to the registered business owner. I now seek to be involved in Operations in a bigger capacity within either the BPO, Retail or Restaurant industry.

Previous work experiences

## EMPLOYMENT IN SINGAPORE

***New Hope Community Services - Projects, Fundraising &Volunteer Mgt.***

*January 01, 2009 to December 31, 2012*

***Responsibilities:***

***Last held position – Project Manager***

- Contacted/liaised with private companies, foundations, churches and individuals to promote New Hope's projects and explore the various options of support they could give to the organization.

- Coordinated all aspects of the organization's island-wide events.

- Made feasibility studies and implemented new projects.

- Built up a base of volunteers, managed the organization’s relationships with them and tapped on these volunteers to add manpower during ad hoc projects, which helped minimize staffing costs.

***Previous – Thrift Shop Manager***

- Had run the NHCS Thriftshop projects as the sole staff for 2 ½ years. This involved merchandise classification, promotion strategies, competitive pricing, visual display optimization, physical lay-out planning, van scheduling for both pickups and deliveries, volunteer recruitment and all admin and bookkeeping work related to the operation of the thrift shop as a Social Enterprise to raise funds to help run the NHCS projects.

\*\* Reason for resigning from NHCS: to spend time with my ailing father (who recently passed away) and to help set up a restaurant business in Cebu.

***Citiprop Property Management Pte Ltd - Office Manager***

*November 2007 to May 15, 2008*

**Responsibilities:**

- Assisted agents with negotiations and completed documentation, ensuring that Tenancy

procedures were followed and files were maintained.

- Did interim property management by arranging for repairs needed in the property

during the term of the lease and liaised with the landlord for approval of requests.

- Personally conducted handovers and handbacks.

- Followed up on expiring Leases and facilitated negotiations or new home searches.

- Handled recruitment, supervised staff and maintained employee records.

- Responsible for administration workflow and ensured that Office equipment and software were in working order.

- Encoded and updated information in the website.

- Responded to all initial email and phone-in inquiries regarding Citiprop’s services.

- Was the point of contact for external matters that needed to be brought to the attention of the Directors.

\*\*Reason for leaving Citiprop: Was retrenched when Citiprop’s volume of business declined due to the financial crisis in 2008. I went back to the Philippines and worked as a corporate head hunter before going back to Singapore in October 2008.

## BPO INDUSTRY

***Convergy’s Philippines – Customer Care Representative***

*December 2005 – April 2006*

Joined this company to gain initial hands-on experience as a Call Center representative to prepare myself for higher positions in this industry.

Handled the Sprint-Nextel account, a mobile service provider in the U.S.

***E-telecare Global Solutions - Customer Care Team Leader***

*May 2006- November 8, 2007*

Responsible for Team Handling in this Call Center with a VOIP telecommunications account. Was also assigned to head a cluster of team leaders to monitor compliance with program requirements and submission of required team reports. Likewise, was assigned several special projects in preparation for promotion which included the following:

HR Coordinator – in charge of Payroll issues and implementation of Company Policies on Absenteeism and Tardiness. Likewise,guided other Team Leaders in preparing documentation and prescribing sanctions for offenses against the Code of Conduct.

Head of the Credit Investigation Team – Responsible for coordinating with our BPO Client regarding Credit Workflows, Process Improvement, creating Credit Reports to measure the program’s performance and overseeing coaching activities to improve agent’s abilities and compliance with Credit policies.

\*\* Reason for resigning from this job and going to Singapore: Need for better financial opportunities to support two of my kids who were still in college.

## PROPERTY MANAGEMENT, CONSTRUCTION & FOOD BUSINESS

*Self-employed from 1989 to 2005*

I decided to leave the corporate workforce and engage in private businesses to spend more time with my growing children. My experiences were in the following fields:

***Property Management***

Have been responsible for the maintenance, upkeep, screening of potential tenants, negotiation of Lease Contracts, procurement of permits and payment of taxes to the different municipalities for the various high-end properties we managed around Makati and Muntinlupa, Metro Manila, Philippines.

***Real Estate Brokerage***

Was a Licensed Real Estate Broker and active in this industry for 10 years -

from 1994 to 2005.

***Building Construction***

Co-managed the construction of 11 units of 2 and 3-story residential, office and restaurant structures.

***Food Industry***

I Conceptualized, constructed and operated a Health Food Restaurant in the Central Business District in Makati, Metro Manila, Philippines.

II Managed a Catering Business for two years before becoming a Real Estate Broker.

\*\*Reason for leaving Makati City and heading to Southern Philippines: Marital problems.

## TELEVISION MARKETING & RETAIL MANAGEMENT

*Summary of Work Experiences from 1980 to 1989*

***Media Sales Account Manager***

(Account Manager selling Television Airtime to Advertising Companies)

I Program Philippines Inc. – *June 1980 – August 1982*

II MBH Productions – November 1982 – January 1986

***Retail Department Manager***

*October 1986- October 1987*

* SM Shoemart Inc. (Makati Branch)
  + Responsible for the achievement of sales goals of 2 departments;
  + Scheduled and supervised selling personnel;
  + Planned for seasonal items as well as promotional items to be displayed;
  + Supervised display setup and revisions, closely monitoring stock levels;
  + Oversaw security measures and monitoring of competitive activities;
  + Handled all other retailing issues and customer service concerns.

***Retail Administrative Manager***

*October 1987 – November 1989*

* Gibson Marketing Corporation (bookstore similar to Popular Bookstore)
  + Responsible for Personnel Administration and Store Operations management for 5 store locations.
  + Responsible for leading and controlling the performance of the 5 Branch Managers to achieve sales targets.
  + Other functions included Advertising and Promotions Coordination, Visual Merchandising, Security, Maintenance and General Services Management.

\*\*Reason for resigning: To engage in private business so I could personally care for my children during their growing up years.

## Other Know-how, Skills and Interests

* Business & Project consultancy
* Strategic Planning; Leadership and Team coaching
* Writing:

Editor-in-Chief of our Collegiate News Bulletin

Associate Editor for the Club Newsletter of a prestigious Sports Club in Makati.

* Knowledge of Excel, Word, Powerpoint and Outlook.
* Touch typist (60wpm).
* Familiarity with the life and work culture in Singapore.

\* Character references will be made available upon request.