

# MARK LIZAR N. AGBANAY

8319 29 Avenue NW, Edmonton, Alberta  
+1 (825) 526-1130 | lidymark1330@gmail.com

## Professional Summary

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- An adaptable and efficient team player, I excelled in fast-paced environments at Golden Burger Macau Company Limited (McDonald's), showcasing excellent problem-solving skills and time management. Demonstrated ability to maintain high standards of cleanliness and service, achieving significant improvements in customer satisfaction.

## Experience

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- **McDonald's (Golden Burger Macau Company Ltd.)** June 2018 - May 2022  
Barista
  - Take orders, and other beverages and prepare them for customers in an effective and timely manner.
  - Provide assistance by responding to customers inquiries in an effective and timely manner.
  - Maintain a clean professional appearance for guests.
  - Wash dishes and restock bar supplies for continuous fast services capabilities.
  - Communicate customers feedback to managers and recommend new menu items.
  - Comply with health and safety regulations.
  - Perform all pre-shift and post-shift duties.
- **McDonald's (Golden Burger Macau Company Ltd.)** January 2015 - June 2018  
Kitchen Crew / Service Crew
  - Serve fresh, hot food with a smile in a timely manner.
  - Greet guests in a friendly and professional manner as they enter the store and inform them about daily coffee and food specials.
  - Prepare and deliver beverages such as coffee, tea and other cold drinks.
  - Read customers orders and repeat them back in a clear understandable manner to avoid errors and make necessary corrections.
  - Promptly report concerns to a member of the management team.
  - Package to-go items, place drinks orders into carriers.
  - Keep the restaurant line, and backroom clean and tidy at all times.
  - Establish and maintain an open collaborative environment with the whole team.
- **A1 Motel & Restaurant** May 2014 - November 2014  
Housekeeping
  - Enters and prepares the room for cleaning.
  - Make bed.
  - Dust the room and furniture.
  - Replenish the room and bath supplies.
  - Cleans the bathroom.
  - Vacuum and mop all floors.
  - Check and secure the room.
- **Jollibee Foods Corporation (JFC)** November 2013 - April 2014  
Kitchen Crew / Service Crew
- **Chic-Boy Restaurant (Manpower Solution Cooperative)** December 2011 - May 2013  
Kitchen Crew / Service Crew

## Education

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- **Panpacific University North Philippines** 2006-2009  
Bachelor of Science in Nursing (Undergraduate)

## Skills

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- Able to adapt to a new environment. Excellent time management. Maintain a safe and clean work environment. Order Taking. Cash Handling. Following health and safety guidelines. Responsible and able to maintain a positive attitude at all times. Team Player. Excellent work ethics.