

# GERALD HANS BURCE

Morinville, Alberta T8R2R8, Canada 1(780)995-3469 ghburce@gmail.com

## PROFESSIONAL SUMMARY

I am a dependable employee seeking opportunity to expand skills and contribute to company success. Considered hardworking, ethical and detail-oriented. Stays on top of demands in fast-paced environments by effectively using slow periods. Maintains organized, clean, and safe work areas with diligent attention to important details. I have 6 years of total work experience in Cookery industry in the Philippines and 6 years of customer service experience. Seeking for a job opportunity as a Kitchen Staff or Line Cook.

## SKILLS

- |                                       |                                      |  |
|---------------------------------------|--------------------------------------|--|
| • Quick-learning ability              | • Kitchen Operations                 | • Detail-oriented                                      |
| • Ability to Multitask                | • Detail-oriented                    | • Excellent in communication skills verbal and written |
| • High sense of loyalty and integrity | • Quick-learning ability             | • Process Implementation                               |
| • Excellent customer service.         | • Coordination & Organization Skills |  |

## EXPERIENCE

Technical Advisor February 2020 - March 2024

Concentrix Philippines | Quezon City, Philippines

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the internet
- Interact with the customers to provide and process information in response to inquiries concerns and requests about the products and services
- Gather customers information and determine the issue by evaluating and analyzing the symptoms
- Education to the customer what went wrong and how to prevent the problem in the future
- Follow standard process and procedures.

Line cook/ Prep cook November 2019 - April 2021

Corpuz Events and Catering | Quezon, Philippines

- Preparing meal ingredients for the cook, which includes washing, peeling, cutting, and slicing ingredients
- Cleaned all dishes, workstations, cooking equipment, and food storage areas in accordance with food safety regulations
- Neatly placed all utensils, cooking instruments, dishes, and cutting boards in their respective places
- Assisted with the unloading of deliveries
- Stored ingredients according to prescribed food safety regulations
- Assisted with the monitoring of inventory
- Reported all damaged or faulty equipment to the kitchen
- Employed knowledge and skills in food and beverage preparation and, food safety and handling
- I also managed/calculate wastages.

I.T. Technician

October 2019 - January 2020

Doris Cafe | Nueva Ecija, Philippines

- Managed technical support and maintenance for stored-owned mobile devices and hardware devices
- Helped prevent security intrusions by quickly installing new software patches.
- Providing technical support

Administrator

April 2017 - October 2019

Boyemma Trading | Nueva Ecija, Philippines

- Coordinated logistics plans to provide teams with supplies for day-to-day operations and special trip projects.
- Trained new employees in loading systems, policies, and procedures.
- Organizing trip schedule from day-to-day and estimating gas and food allowance.

Line Cook

May 2013 - March 2017

Sizzler's | Nueva Ecija, Philippines

- Covered kitchen needs at station, filled in for absent team members and brought cooks up to speed.
- Prepared fresh ingredients to meet anticipated service demand.
- Worked quickly and flexibly to keep up with high volume of food orders per shift.
- Replenished food line ingredients and materials when running low.

EDUCATION

Tertiary

January 2017

Bachelor of Science in Information Technology, Nueva Ecija University of Science and Technology,  
Gapan City, Nueva Ecija, Philippines

Secondary

January 2005

Juan R. Liwag Memorial High School, Gapan City, Nueva Ecija, Philippines

Primary

January 1999

Divina Pastora College, Gapan City, Nueva Ecija, Philippines

COMPUTERLITERATE

Knowledgeable in Microsoft Office programs and other relevant applications.

CERTIFICATIONSTRAININGSATTENDED

- Cookery National Certificate II (TESDA NC II), Technical Education and Skills Development Authority, 02/04/24
- Basic First Aid (Company site First Aider), Concentrix training program, 01/16/24, 01/20/24

REFERENCES

References available upon request.