

# Jan Rey Nicole P. Legaspi

B13 L9 JP Rizal St. Fortunata Village, Barangay San Isidro  
Parañaque City  
Philippines, 1700  
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## PERSONAL INFORMATION

Permanent Address : B13 L9 JP Rizal St. Fortunata Village, Barangay San Isidro  
Parañaque City, Philippines, 1700  
Birthdate : July 27, 1996  
Birth Place : Parañaque City, Metro Manila  
Height : 5'6 ft.  
Weight : 100 lbs.  
Sex : Male  
Civil Status : Single  
Religion : Catholic  
Nationality : Filipino

## EDUCATIONAL BACKGROUND

| Elementary   | Year [From] - [To] |
|--|--------------------|
| School: Lycee D, Regis Marie                               | 2003 - 2009        |
| Address: Dr. A Santos Ave. Sucat, Parañaque City 1700      |                    |
| Secondary  |                    |
| School: Paranaque National Highschool (DOST)               | 2009 - 2013        |
| Address: 8155 Dr A. Santos Ave, Parañaque, 1700            |                    |
| College – Cum Laude GPA – 1.73                             |                    |
| Course: Bachelor of Science in Hospitality Management      | 2013 - 2017        |
| School: Polytechnic University of the Philippines          |                    |
| Address: 016 Anonas, Sta. Mesa, Maynila, Kalakhang Maynila |                    |

## EMPLOYMENT HISTORY

Position: Barista  
Company: Rustan Coffee Philippines (Starbucks SM Bicutan)  
Address: B, SM City Bicutan Building, 1700 Doña Soledad Ave, Parañaque, Metro Manila  
Date: October 2017 – February 2020  
Reason for Leaving: Promotion

### Job Description / Duties and Responsibilities:

- Make the customers my top priority by genuinely creating a personalized experience for each customer.
- Proudly develops expertise in their craft while diligently maintaining equipment and store environment.

- Creates a culture of warm and belonging where everyone is welcome.
- Focused on quality beverages and world class service through standard practices
- Contribute to the success of the team and supports others to do their best work.

Position: Shift Supervisor

Company: Rustan Coffee Philippines (Starbucks East Bay Residences & Starbucks San Antonio)

Address: East Bay Residences, K21 E Service Rd, Muntinlupa, Metro Manila

Valley 1, San Antonio Ave, San Antonio, Parañaque, 1709 Metro Manila

Date: February 2020 – present

**Job Description / Duties and Responsibilities:**

- Acts with integrity, honesty and knowledge that promotes the culture, values and mission of the company.
- Deploy partners and delegates tasks to create and maintain the Starbucks Experience.
- Anticipates customer and store needs by constantly evaluating environment and customer for cues.
- Lead operations activity and assist the new partners training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Create a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to ensure excellence and improve partners performance.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.

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| <b>TRAININGS / SEMINARS ATTENDED</b> |
|--------------------------------------|

Training Center: Starbucks Support Center

Duration: October 19, 2017

Address: 14 Jupiter, Makati, 1200 Metro Manila

Title: Food Safety

Training Center: Starbucks SM Bicutan

Duration: May 16, 2018

Address: B, SM City Bicutan Building, 1700 Doña Soledad Ave, Parañaque, Metro Manila

Title: Certified Barista Trainer

Training Center: Starbucks SM Bicutan

Duration: October 1, 2019

Address: B, SM City Bicutan Building, 1700 Doña Soledad Ave, Parañaque, Metro Manila

Title: Global Coffee Master

|                                   |
|-----------------------------------|
| <b>SPECIAL SKILLS / INTERESTS</b> |
|-----------------------------------|

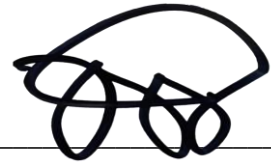
- Very detailed oriented.
- Can work in a fast paced environment.
- Skilled in the use of Adobe Photoshop and MS Office applications.
- Well-versed in oral and written English
- Can solve complex problems with minimal guidance
- Excellent organizational and time management skills
- Has an amazing interpersonal communication and customer service orientation

|                             |
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| <b>CHARACTER REFERENCES</b> |
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Mr. Carlo B. Santos  
Store Manager  
Starbucks East Bay Residences  
Mobile No.: (63915) 652-6094

Ms. Rose Ann Coruna  
Store Manager  
Starbucks SM Bicutan  
Mobile No.: (63906) 435-3401

Ms. Raissa Del Mundo  
Store Manager  
Starbucks San Antonio  
Mobile No.: (63917) 851-5619

A handwritten signature in black ink, consisting of several loops and a horizontal line at the end, positioned above a horizontal line.