

HAZEL JIEL C. MAGSANO

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OBJECTIVE: To enhance my knowledge and capabilities by working in a dynamic organization that prides itself in giving substantial responsibility to new talent.

RELEVANT SKILLS

People Handling
Teamwork
Critical Thinking
Local store marketing
Managing Complaints
Customer-service oriented

PROFESSIONAL EXPERIENCE

Imports Processor

China Banking Corporation
Nov. 2019- Dec. 17, 2021

Job Description:

- Assist in document examinations of documents received under Letter of Credit for Imports.
- Perform compliance checks/screening for OFAC, AML (Base60) related to trade finance documents/claims/transactions.
- Prepare Swift message to issuing or negotiation bank
- Ensure timely responses and follow-ups are done.
- Responsible for the review and assessment of the viability and credit worthiness of the loan recommendations submitted by the branches for approval to respective credit authorities.
- Ensure signatories are the one who signed the application.

Caregiver (Stroke Patient)

Home-based
Mr. Reynaldo B. Carrera
Sept 2018-Oct 2019

Assistant Restaurant Manager

Toastbox Philippines (closed down - unrenewed contract with the Main office in Singapore)
May 2018-July 2018

- Reports to the Restaurant Manager, assist in the achievement of the overall Store Business Objectives specifically; compliance of the Standard Operation Program.
- Ensure customers' needs are attended to promptly.
- Daily sending of sales report.

- Encourage staff to provide excellent service.
- Assessment of opportunities in operations and cost management to ensure sales and growth targets are met, if not exceeded.
- Implementation of other store administrative activities necessary to carry out the business such as but not limited to office organization, securing of government permits and Store Reports preparation and programs such as Store Safety.

Assistant Restaurant Manager

Bonzer Foods Corporation

Aug 2015-April 2018

Key Result Area

- Marketing in charge (Sales, Party, Bulk Order)
- Service Quality Manager
- Master Change Fund/Cash Flow

Job Description:

- Sales building initiatives by providing leadership support to Restaurant Manager through client business relation for assigned institutional accounts and customer engagement.
- Assessment of opportunities in operations and cost management to ensure sales and growth targets are met
- Workforce management of the assigned store, which includes manpower planning, hiring and orientation/certification of new members in the team, managing of schedule and shifts.
- Day-to-Day operations effectiveness of Dine-In and Take Home Sales Services
- Ensures Customers' needs are attended to promptly.
- Conducts Retail Trade Area visits, benchmarking and giving out flyers.
- Identify factors that may negatively impact customer experience and execute plan to improve customer service within the Restaurant.
- Attends to guest inquiries/concerns and manages customer experience to ensure external customer's satisfaction.
- Ensure 7 key steps in cashier are consistent and executed properly.

Achievements

- Achieved Sales target of Jollibee Kids Party and Bulk Order
- Achieved Sales target of JPLS 2018 (Jollibee Paskong Langhap Sarap)

Trainings:

- Caregiving NC2 Tesda certified
- Housekeeping NC3 (Tesda Work and Scholarship Program)

EDUCATION

NATIONAL UNIVERSITY-BAGUIO

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MARKETING MANAGEMENT

Graduate SY 2015

Character References:

Raldy S. Basaysay

Assistant Restaurant Manager

0945-754-5248

Dence D. Serrano
Training Officer
0917-876-1729

Sharon M. Morendo
Area Manager
0920-971-3180

I hereby witness that the above mentioned information are true and correct.