

**JESSICA B. ROMERO**Nationality: Philippines

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**SUMMARY**

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> **Training Certificate**: PIC Level 2 with merit, 2018 -2021

First Aider Level 2, 2018 – 2021

Sales and Marketing, June 2019 – November 2019

College Diploma with UAE Attestation

> Proficiently manage simultaneous tasks while motivating and leading team to successfully achieving goals

> 5+ years’ experience as a Barista and Management Team

> 8+ years total of experience working in F&B Hospitality

>1+ years of experience in Sales and Marketing

**>** 6+ months of experience as a HR Staff

> BS Psychology Graduate with Certificate UAE Attestation

> Dependable, productive, team player, professional and customer focus. I believe that my job experience, education and strong computer skills, qualify me to make a positive contribution.

**COMPUTER SKILLS**

* Microsoft office: Word, Excel and PowerPoint, MS Outlook.
* Electronic equipment: cash register, scanners, money counters, fax machine, photocopiers, scanners, operating credit card systems, SAPAAD (POS), MICROS

**WORK EXPERIENCE Ex**

**and Trainer**

**Office Admin/Sales Executive**

December 2019 – April 2020

**Bella Coffee LLC**

* Organize sales visits
* Demonstrate and presenting product
* Administrative task
* Set up meetings with potential clients and listen to their wishes and concerns
* Negotiate/close deals and handle complaints or objections
* Assist with billing by preparing and sending invoices; maintain client databases; track accounts; oversee the invoice workflow, and assist in copying and distributing production orders and other internal documents as requested
* Perform a variety of administrative duties, such as generating and distributing memos, letters, spreadsheets, forms, and faxes; and sorting and distributing incoming mail
* Actively seek out new sales opportunities through cold calling, networking and social media
* Conducted one – on – one tutoring session for new employees
* Improves training effectiveness by developing new approaches and techniques; making support readily available; integrating support with routine job functions
* Gather feedback from customers or prospects and share with internal teams

**Senior Barista / Sales and Marketing Associate (Cross Training)**

November 2018 – December 2019

**Tamani Marina Hotel**

**Responsibilities:**

• Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, flat white, piccolo, latte (latte art), cappuccino, fraps, Arabic coffee and Turkish coffee and etc.

• Check daily inventory and apply Food Safety Regulations. Responsible for Requisition (Bar Items and Beverage Order)

• Educates customers by presenting and explaining the coffee drink menu; answering questions

• Train new hire team member about coffee knowledge and basic barista

• Assist host by answering phone to take reservation or to go orders, and by greeting, seating, and thanking guests

• Assist customers with seating arrangements

• Sales and Marketing tasks

• Prepare tables for meals, including setting up items such as linens, silverware and glassware.

• Present menu food and beverage information or menu to customers

• Communicate with customers to ensure satisfaction or resolve complaint

• Keep bar equipment operating by following operating instruction; trouble shooting breakdown; coffee calibration

**Barista**

December 2017 – October 2018

**Cupagahwa, Binghatti Holdings**, The Mad Exit, Dubai UAE

**Responsibilities:**

• Welcome customers by determining their coffee interests and needs

• Educates customers by presenting and explaining the coffee drink menu; answering questions

• Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, flat white, piccolo, latte (latte art), cappuccino, fraps, Arabic coffee and Turkish coffee and etc.

• Check monthly inventory and apply Food Safety Regulations

• Resolve customer complaints and provide relevant information

• Coffee calibration, knowledgeable in cashiering duties and PIC checklist

**Restaurant Supervisor**

June 2014 – December 2017

**Hummingbird Bakery**, **Gourmet Gulf Company**, Dubai Mall, Dubai, UAE

**Responsibilities:**

* Greet guests with a smile, make them feel comfortable and welcomed, describe menu items, talk about specials and featured items, answer their questions, make suggestions,
* Offer an excellent customer experience by being welcoming, cheerful and attentive to the guests' needs. In order to guarantee return diners and referrals
* Check inventory daily, weekly, and monthly
* Prepared required report and paper work
* Maintain and drive high standards and expectations around food quality, customer service and store cleanliness by empowering others
* Managing restaurant staff’s work schedules
* Ability to work in a fast-paced environment
* Communicate with the leadership team regarding customer request and vendor related concerns
* Provide positive re-enforcement to the team members such as motivate team members and resolve conflict
* Resolve customer complaints and provide relevant information
* Prepare and sells coffee drinks by following prescribe recipes and preparation techniques for coffee drinks
* Coffee calibration, knowledgeable in cashiering duties and PIC Checklist

**Management Trainee**

May 2013 – May 2014

**Dairy Queen**, **Philippine Pizza Inc.**, Mall of Asia, Manila, Philippines.

**Responsibilities:**

* Use company reports to analyze sales, gross profit and inventory activity
* Participate with store management in interviewing, hiring, and training employees
* Report market activity to management by monitoring and analyzing competitive price lists and products
* Work with other managers to plan and direct the work of the organization
* Handle customer complaints in person or over the phone, find solutions, provide great customer experience
* Check inventory daily, weekly, and monthly. Prepared required report and paper works
* Adhere to product, health and safety standards and procedures

**Waitress**

November 2011 – May 2012

**Bab House Korean Restaurant**, RCBC Plaza, Makati City, Manila, Philippines.

**Responsibilities:**

* Greet customers, make suggestions, answer and present the menu
* Take orders and send them to kitchen staff through the POS system
* Ensure quality service in the dining room and serve meals
* Deliver guest's bill and thank them for dining at the restaurant

**HR Assistant**

March 2010 – September 2010

**AMOSUP Seamens Hospital,** Intramuros Manila

**Responsibilities:**

* Manage staff files and documents in the Human Resources filing system.
* Faxes, scanned and photocopies document
* Participates in developing department goal, objective, guidelines, procedure and system
* Payroll / Accounts

**Customer Service Representative (Trainee)**

May 2009- July 2009

**Excel Asia Training and Development**, Manila Philippines

Trained to be a Customer Service Representative. Provided highly satisfactory customer service. Answer calls and respond to emails. Informs clients by explaining procedures; answering questions; providing information. Manage and resolve customer complaints. Following communication “scripts” when handling different topic. Customer focus and adaptability to different personality types.

**EDUCATIONAL BACKGROUND**

**BS major in Psychology – Graduate*,*** *College of Art and Sciences, Lyceum of the Philippines University, Muralla St. Intrmuros, Manila Philippines, 2006 -2013*

**Geological Engineering and Geology – Undergraduate,** *Mapua Institute of Technology, Intramuros St. Manila Philippines, 2006*

**PERSONAL INFORMATION**PERSONAL INFORMATION

Birthday: May 30, 1987 Religion: Catholic Age: 31 y/o Status: Single

**CHARACTER REFERENCE**

***Reference available upon request***