

New Industrial Sanaya, Ajman, UAE

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Ferilyn Pagaduan Tolentino

Professional Summary

- Motivated Food Safety Specialist, working tirelessly to improve health and safety ratings within food and leisure environments. Skilled in maintaining food safety compliance through company Standard Operating Procedures policy and analyzing different types of hazard that may cause food poison or customer complaints against the company, using meticulous analysis and targeted improvement strategies to optimize food hygiene compliance and company reputation.
- Responsible Cashier experienced at managing front of store needs in busy environments. Friendly and energetic with strong communication and organizational abilities. Seeking role of increased responsibility where strengths in service and sales will be valuable.

Working Experience

September 17,2021 – Present

Food Safety Consultant • Hygiene Coordinator • Nesto Hypermarket LLC, Ajman

- Monitor the cleanliness of all the utensils and equipment from preparation to selling process. Carried out thorough food hygiene and safety training, providing staff with additional resources for continued learning.
- Trained new employees in proper safety procedures to minimize accidents with proper behaviors.
- Monitored staff processes and performance, providing additional coaching and mentoring to enhance food safety standards and to avoid different hazards in food preparation.
- Performed temperature checks and food handling monitoring to effectively meet current hygiene standards.

July 17, 2018 – September 15,2021

Front-end • Cashier • Nesto Hypermarket LLC, Sharjah

- Provided professional and courteous service at all times.
- Mentored new team members on registers, meeting customer needs, maximizing group performance and maintaining high satisfaction with customers.
- Minimized long register queues by completing sales transactions quickly.
- Reviewed and resolved differences between accounting information and cash drawer.
- Accepted cash, gift vouchers, credit and debit payments accurately and efficiently.
- Used cash registers and POS systems to request and record customer orders and compute bills.
- Bagged, boxed or wrapped goods and product purchases.
- Checked notes with counterfeit pens and examined coins to spot and refuse foreign currency.

2013 – 2014

Front-end • Cashier • First Lane Super Traders Inc., Philippines

2012 - 2013

Online Sales Marketing Specialist • One Circle Business Process Outsourcing, Philippines

- Sending messages to possible clients and promote our products depend on their needs and demands.
- Monitored and analyzed competitor activity to develop strategies that consistently exceeded sales targets.
- Evaluated consumer preferences and behaviors, combined with market trends and historical data, to adjust and enhance campaigns.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.

Education

Graduate of *Associate in Information Technology* in Nueva Ecija University of Science and Technology, Cabanatuan City, Philippines (2010 – 2012)

• Deans lister throughout the entire 2 years of studying

Completed my <u>Secondary Education with honor</u> in San Cristobal High School – Licab, Nueva Ecija, Philippines (2006-2007)

• Yearly graduated with honors

Fulfilled my <u>Elementary Education with honor</u> in Bardias Elementary School – Licab, Nueva Ecija, Philippines (2001-2002)

• Fulfilled 6 years of Elementary education with honors and got an achievement of Second Runner-up from a Poster Making Contest held when I was in Grade 4. Also attending Regional Quiz Bee competition in English Spelling and Science.

References

<u>Ms. Kimberly Roque</u> HRD Recruitment Staff-HEAD OFFICE, Ajman 0529926184

<u>Mr. Fayis</u> Outlet Human Resource, Ajman 0549985354

Ms. FERILYN PAGADUAN TOLENTINO

APPLICANT

