



**JENNIFER ANN L. ALYOUNES**



### Professional Work Experiences

#### **ASSISTANT RESTAURANT MANAGER JOLLIBEE - TRIPLE L FOODS CORP.**

**October 30, 2019 - September 15, 2020**

Job Highlights: Assisting in Managing day to day operation, cost control, purchasing, inventory, sales and profit analysis, service and overall restaurant operations management. Second in command of the Restaurant Manager with key result area as a Kitchen Manager ensuring the highest standard of service, food and human resource management.



**QC, PH**

#### **SUPERVISOR**

#### **KARAMTEENA LLC.**

**May 13, 2016 – Feb 8, 2017**

Job Highlights: Assisting in Managing day to day operation, cost control, purchasing, inventory, sales and profit analysis, service and overall restaurant operations management.



**Dubai , UAE**

#### **ASSISTANT RESTAURANT MANAGER FRESH N' FAMOUS FOODS INC. (CHOWKING)**

**July 24, 2012 – January 25 ,2016**

Job Highlights: Overseeing the whole operation as a second in command of the Restaurant Manager. Ensuring that quality is in place while also assuring a good PNL/ financial statement, Service, Product, Sales & Marketing and Human Resources management.



**CSJDM , PH**



### Professional Profile

**7 years of professional work experience in Food and Beverage Management incomparably skilled and knowledgeable in handling key result areas in: Sales and Marketing, Human Resources, Product and Service Quality, Purchasing, Accounts Receivable, Cost Control, Inventory, Profit and Loss Analysis, Admin and Clerical Works including but not limited to customer service.**



### Contact Details



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**[jenniferannlim18@gmail.com](mailto:jenniferannlim18@gmail.com)**

**Al Jurf 2, Ajman, UAE**

- Service Quality Manager (2 yrs.) – Responsible for training frontline staff in providing a great dining experience with the customers and accomplishment of weekly service audits to ensure the achievement of excellence in service. Creating a well oriented and wonderful dining experience with the guests by providing a well-trained team members.
- Human Resource Manager (1 yr.) – Responsible for training of all the team members and uplifting their morale through different programs and team buildings. Ensuring that Human Resources rights are in place through orientations and seminars involving the team. Assigned in reviewing team members' performance, salary, career growth and development.
- Sales and Marketing Manager (2 yrs. and 5 months) – Responsible for promoting the brand through customer related merchandising activities and communicating with the company's marketing Head for In-store and retail trade area Marketing Promotions. Also provides Programs that are sales target based to uplift the business. Ensuring that target bulk orders and sales are met through sales call, trade & marketing programs integration and competitors' check.
- Product Quality Manager (1 yr.)– Responsible for training the kitchen staffs and promoting high standard and quality-based products aligned with the company's standard. Also responsible in ensuring that target Net Income is achieved through Food and Paper Cost Monitoring, daily/mid-month/ month end inventory, meals combination and providing statistical reports of products that are promoting High Gross Profit.



## Personal Data

**Gender: Female**

**Marital Status: Married**

**Date of Birth: October 18,1991**

**Nationality: Filipino**



## Professional Competencies

- ✓ Skilled in major relevant computer applications like MS Word, MS Excel , MS Power point and SAP CRM.
- ✓ Well oriented in customer relation and in sales consultative selling.
- ✓ Financial Statement or Profit and Loss Analysis
- ✓ Can operate office and restaurant commonly used equipment and machines.
- ✓ POS system installation, training and utilization



## Trainings/Seminars

### **Product Quality Training and Gold Calibration Phases 1&2**

Ck Sheridan Training Center  
2014

### **Store Management Training Program (class #282)**

Jollibee Center, San Miguel  
Avenue, Ortigas Pasig  
City, Philippines  
2013

### **Italian Cuisine Re:History and Basic Cooking**

Bulacan State University  
2010

### **Supervised Training at HRD , Main Cold and Sales&Marketing Department**

The Heritage Hotel Manila  
2010

## **CUSTOMER CARE SPECIALIST IBM DAKSH BUSINESS PROCESS SERVICES PHILIPPINES**

**May 2012 – July ,2012**

Job Highlights: Handling Inbound and Outbound calls in relation with bank financing, collection and settling of arrears.



**QC,PH**

## **SERVICE CREW JOLLIBEE FOODS CORP.**

Job Highlights: Cashiering and providing guest dining experience aligned in the company's mission and vision.



**CSJDM,PH**



## Education and Achievements

### **Bachelor of Industrial Technology major in Food Technology**

**Bulacan State Univeristy**

**2012**

4yrs Bachelor's Degree

## **ACADEMIC EXCELLENCE AWARDEE as**

**BEST IN**

**SPECIALIZATION**

**Bulacan State University**

**March 27 , 2010**

Food Technology Graduate 2010 Academic Awardee

### **Food Technology Proficiency Certificate**

**March 27,2010**

Food Technology major certificate of 2yr Bulacan State University graduates

### **Institutional Scholar**

**Bulacan State University Scholar**

**SY 2009-2011**

### **City Youth Sports and Development Scholar**

**Local Government Scholarship Program**

**SY 2008-2012**