

JENNIFER LORETO OTERO



ADDRESS

Brgy. Caridad, Baybay City, Leyte

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PERSONAL DETAILS

Nationality: Filipino
Birth Date: Aug. 29, 1989
Birth Place: Baybay City,
Philippines
Language: English & Tagalog

EDUCATION

College

Visayas State University
Baybay City, Philippines

Bachelor's Degree

Bachelor of Science in Hotel
Restaurant and Tourism
Management

COMPETENCY SUMMARY

Objective

Seeking a position that will fully utilize my talents and expertise while upholding the virtue of honesty and discipline to stay abreast in the business.

Skills

Team player; eye to details and quality; Enthusiasm with strong and effective communication skills, analytical thinking, problem solving, and decision making; strong ability to learn, adopt, improve new responsibilities, initiative, and commitment to achieve.

CAREER HISTORY

Call Center Supervisor November 2015 – OCT. 2020 Gourmet Gulf LLC.

Business Central Tower 2
Dubai Internet City
Dubai,UAE
04-4281555

Asst. Restaurant Manager May 2010- Aug.2015 Tempura Japanese Restaurant

SM Cebu City Philippines
+63 93293100

COMPUTER SKILLS

MS Office and Excel
Applications,
Power Point Software
Applications

TRAINING & SEMINARS

Basic Food Hygiene Certificate

June 22, 2010

Firefighter levels 1,2 &3 March 2019

REFERENCES

Muhammad Boureslan
Call Center Manager
+971-564097683

Boban Shishkovski
General Manager
Yo!Sushi Restaurant
+971- 565577904

Cressencio Cuya
Restaurant Manager
Tempura Japanese Restaurant
SM City Cebu, Philippines
+63 32 236 2633

Leadership Skills
Training
May 06,2011
Available Upon Request

Restaurant Hosting Skills
Training
May 06,2012
Available Upon Request

Hospitality staff Training
February 20,2016

Duties and Responsibilities

Call center Supervisor

- Coordinating the needs of 100 total drivers in Dubai, Abu Dhabi and KSA
- Making attendance schedules for all call center agents and drivers.
- Monitoring call center agents and driver's database information and evaluating performance.
- Responding to customer questions and complaints about the products and services whenever agents cannot handle anymore.
- Preparing weekly and monthly reports. (Sales, Payroll & Incentive) to assist management analyze call center goal.

Assistant Restaurant Manager

- Take responsibility for the business performance of the restaurant.
- Making a recommendation from the menu if requested.
- Analyze and plan restaurant sales levels and profitability.
- Prepare reports at the end of the shift/week, including staff control, food control, and sales.
- Handle guest complaints.
- Maintain high standards of quality control, hygiene, and health and safety.
- Check stock levels, order supplies, and prepare cash drawers and petty cash.
- Ensuring the food service area is left clean and tidy
- Schedules dining reservations and arranged parties and special services for diners.
- Ensuring that waiting customers and comfortable and calm as well as they come and go.