



## CONTACT

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## EDUCATION

2013-2015

UNIVERSITY OF RIZAL SYSTEM

- Bachelor of Science in Business Administration major in Marketing Management

## SKILLS

- Digital Marketing/Social Media
- Public Relations
- Teamwork
- Time Management
- Leadership
- Hosting/Vlogging
- Critical Thinking

## LANGUAGES

- English (Conversational)
- Arabic (Basic)
- Spanish (Basic)

# ALLAN VILLAVECENCIO

## SHIFT MANAGER / ASSISTANT RESTAURANT MANAGER

## WORK EXPERIENCE

### Household Sales Assistant / Cashier / Digital Marketing

Avenue by Day To Day | Mazaya Centre Branch Dubai  
OCT 2023 - JAN 2025

- Handle Cash, Credit and Voucher/Coupon and Issue Supplier Invoice Pay-out and Voucher payments in the POS and Cash Drawer with high level of accuracy and attentiveness.
- Provide exceptional customer service, answering questions and addressing concerns in a professional and friendly manner that makes a positive shopping experience.
- Maintain a clean and organize workspace, shelves and displays. Restock supplies and merchandise as needed.
- Posting stories and reels for Social Media platform to invite possible customers online.
- Promote the Loyalty program of the business for repeat of business.
- Scan items properly, manage Return/Refund items.

### Assistant Restaurant Manager

McDonald's UAE | Sharjah, UAE  
MAR 2022 - JULY 2023

- Drive performance to consistently achieve sales targets and KPIs, maximize business profitability.
- Analyze sales report and data to determine the needs of the business and set strategies.
- Ensure staff are all trained in all stations to maximize manpower distribution and staff plotting with the 4 step Approach.
- Ensure cash control procedures are properly followed such as bank deposit, safe funds and petty cash.
- Monitor the movement of all inventories and ensure staff adheres to all transferring/receiving policies and procedures.
- Implement and maintain merchandising directives and other local store marketing activities, promotions and Loyalty program.
- Ensure all associates provides the highest customer service experience.
- Conduct end-of-day reports including updating on the management group chat.
- Update and maintain delivery platform listings, target delivery time and product availability in the delivery device.
- Conduct Travel path every 30minutes to ensure orderliness and cleanliness of the store.

## WORK EXPERIENCE

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### Shift Manager

Yellowcab Pizza Company | Philippines  
AUG 2021 - FEB 2022

- Oversee daily store operations to ensure smooth functioning.
- Manage staff schedules and monitor attendance.
- Handle customer complaints and feedback.
- Ensure compliance with health and safety regulations.
- Maintain merchandising standards to enhance store appearance.
- Prepare and submit reports on sales, inventories and staff performance.
- Receiving stocks and properly safekeep in designated storages and analyzing the quantity ordered versus the quantity received.
- Manage deliveries and meeting the promised time to maintain repeat/loyal customers.

### Shift Manager

Burgerking Saudi Arabia | Riyadh, KSA  
OCT 2016 - OCT 2018

- Manage store operations from all platforms such as Drive-thru, Home delivery, Dine-in and Take Away transactions.
- Oversee staff and ensuring they are following SOP's of the International and Local operations.
- Adhere to Food Safety policy and achieving Store Audits target.
- Input Daily and Monthly Inventories and monitor raw mats shortages to achieve targets on PNL.
- Do suggestive Selling and Upselling to add incremental sales or revenue.

**Assistant Restaurant Manager 3** | Jollibee Foods Corporation - Philippines | OCT 2015 - OCT 2016

**Marketing Head/Service Staff** | Chowking Chinese Restaurant - Philippines | MAR 2013 - APR 2015

**Local Store Marketing Assistant / Cashier / Admin. Asst. Crew / Service Crew** | Jollibee Restaurants - Philippines | JUN 2006 - DEC 2012