



# BRIAN JOEL S.GASPAR

I have a wide experience in Customer Service with proven records of handling any products and transactions in a fast and friendly manner, searching for a position that will utilize my experience and growth more.

## Contact

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Address: Al Jazeera ,Ras Al Khaima

## Education

- **Philippine Marine Institute**

Bachelor of Science in Marine Transportation  
2006 -2008 (UNDERGRADUATE)

- **Camp. General Emilio Aguinaldo High School**  
2002 – 2006

## Trainings & Certification

- Customer Service Professional
- Food Quality Assurance
- Civil Defence & Fire Prevention

## Skills

- Highly committed in providing quality services and building client relation.
- Dynamic, Creative, Team player with outstanding training and leadership skills
- Self-confident, Good communication and collaboration skills.
- Proficient in MS Word, Excel and PowerPoint.
- Proficient in Barter Sales / POS Sale/Cloud System and any Card transaction.

## Work Experience

### **Sales & Marketing Representative** **Manila Food Stuff LLC (U.A.E)** **April 2023 – Present**

- Maintaining daily sales and Field marketing operation.
- Seek new sales account.
- Create route and Collection schedule (Daily).
- Month Report on Sales and Marketing.
- Manage other related issue and opportunities for sales and Marketing.

### **Store Supervisor** **Burger 28 (U.A.E)** **September 2021 – April 2023**

- Overseeing the daily operations of store make sure it run smoothly and effectively.
- Ensure standards for quality, customer service, health and safety are met.
- Organizing workflow and ensuring that employee understand their duties or delegated tasks.
- Tour the sales floor regularly, talking to colleagues and customer to identify or resolve any urgent issues, response for any customer complaints and comments.
- Analyse sales figures and forecast future sales.
- Manage stock levels and makes key decision about stock control.
- Manage all controllable cost to keep operation profitable.
- Prepare annual budget, expenditures, analyse variances, initiate corrective action.

### **Restaurant Team Leader** **Saleh Bin Lajeh Group of Companies** **Chili's Restaurant (U.A.E.)** **August 2015 – August 2021**

- Provide direction, coaching and leadership for all team members(including training, safety, and sanitation and company policies and procedure)
- Ensure completion of all trainee evaluation, by providing honest and effective feedback and settings realistic goals, one on one meeting with team members.
- Understand and teaches all classrooms for their position, according to company standards, including all paperwork's reviewed, graded and filed.
- Communicate effective with guest, trainees, managements and development team.
- Drive restaurant results, Goal achiever and performer indicator, Ensured the accuracy, quantity and high standard of food quality to guarantee guest satisfaction.

## Personal Information

Nationality : Filipino  
Date of Birth : May 15, 1990  
Age : 33  
Civil Status : Married  
Height : 5'5"  
Weight : 120 lbs.

## License Information

License No : 249249  
Expiration : August, 2, 2024  
Restriction : Automatic  
(Light Vehicle)

## Language

- English
- Tagalog

### Sales Representative Primer Group of Companies (PHILIPPINES) December 2011 – February 2015

- Ensure high level of customer satisfaction through excellent sales service.
- Assess customer needs and provide assistance and information and product features.
- Maintain in-stocks and presentable condition assigned areas, Accept delivered packages and ensure proper amount is inside, Unload merchandise
- Remain knowledgeable on products offered and discuss options, Build productivity trust relations with customer.
- Process payment accordingly to customer choice by cash or visa.
- Replenish, Inventory.

### Store Team Leader Kentucky Fried Chicken K.F.C (PHILIPPINES) August 2010 – December 2011

- Create an inspiring team environment with an open communication culture.
- Motivated colleagues by leading by example and pushing for high level of customer service.
- Trained, mentored, and evaluated new team members.
- Assist manager with special project, duty coverage and supervision.

### Merchandiser SM Hypermarket (PHILIPPINES) January 2010 - July 2010

- Ensure all item are in Good Condition & Organize item from Food to Non-food.
- Provide a friendly environment and maintained outstanding standards.
- Maintains inventory by restocking shelves with the product from inventory observing inventory levels, prompting store manager to reorder when level appear low, arranging for return and credit for damaged product.
- Enhances merchandising and organization reputation by accepting ownership for accomplishing new and different request, exploring opportunities to add value to job accomplishment.

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CHARACTER REFERENCE: AVAILABLE UPON REQUEST

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**BRIAN JOEL GASPAR**

**Applicant**

I hereby certify that the above information are true and correct to the best of my knowledge and belief.