



BRIANJOELS.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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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
- Basic Food Hygiene

Skills

- Highly committed in providing quality services and building client relation.
- Dynamic, Creative, Team player without outstanding training and leadership skills
- Self-confident, Good communication and collaborations skills.
- Proficient in MS Word, Excel and PowerPoint.
- Proficient in Barter Sales/ POS Sales / Cloud Customer

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.
- Hitting more than the sales quota monthly.

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.
- Analyze sales figures and forecast future sales.
- Manage stock levels and make key decision about stock control.

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 effectively with guest, trainees, managements and development team.
- Drive restaurant results, Goal achieve and performance 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
Height : 5'5"
Weight : 120lbs.

License Information

License No : 249249
Expiration : August 25, 2029
Restriction : Light Vehicle

Language

- English
- Tagalog

Sales Associate
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 items 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 requests, exploring opportunities to add value to job accomplishment.

CHARACTER REFERENCE: AVAILABLE UPON REQUEST

BRIAN JOEL GASPAR

Applicant