



Deither Castro Tumangday

Warehouse & Logistics Incharge / F&B Management /
Customer Service Representative

Contact

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Address

Villa 20 Alkhawaneej 2, Dubai, UAE

Education

**Bachelor of Science in Business
Administration major In Financial
Management**

PHINMA- UNIVERSITY OF ILOILO
Rizal Street, Iloilo City, Philippines 5000

2013- 2018

QUALIFICATION & SKILLS

- Ability to build relation with the client and pets
- Ability to interact respectfully with all people and understand individual differences
- Ability to set, plan, and accomplish goals under deadlines
- Excellent verbal and written communication
- Experience transaction sales
- Proficient in Microsoft Word, Excel and Power Point
- Ability to work independently and Fast Learner

Other Information

- NC11 FORKLIFT OPERATOR HOLDER

Experience

Convenience Distribution Inc. | May 2021- May 2024

Distribution Center Manager –Naga City Cebu, Philippines

- Lead and Manage a team of warehouse assistant managers, providing guidance, training, and development opportunities
- Monitoring and reporting KPI's and performances
- Conduct detailed data analysis to identify and solve operation and performance problems by analyzing and deriving insights from large, complex set of data.
- Overseeing the organization and maintenance of the warehouse inventory, including receiving, storing, picking, dispatching, and delivery to 7 Eleven Stores.
- Implementing and enforcing safety procedures to maintain safe working environment
- Coordinating with transport team to ensure timely delivery to 7Eleven Stores
- Identifying areas for process improvement and implementing solution to optimize warehouse operations
- Risk Management, Cost Management, Quality Control, Inventory Control
- Customer Service Representatives.

Gotan Food Corporation (Jollibee Food Corp) | March 2019 - May 2021

Assistant Restaurant Manager – Iloilo City, Iloilo, Philippines

- Food, Service, Cleanliness standards target achievement
- Sales target achievement
- Profit target achievement
- People leadership and management: learning and development, inspiring, motivating, disciplining and keeping the high morale and engagement of store team.
- Store Operations Administration: store's adherence to the organization's operating systems and standards and compliance to all government and legal requirements; financial analysis (profit & loss statement analysis); business planning and management presentations and reports

Producer Savings Bank Corporation | May 2018 - March 2019

Account Officer / Teller - Sibalom Antique, Philippines

- Assist and process client loan application
- Evaluate client loan collateral
- Follow up and collecting client loan payment
- Process foreclose collateral
- Assisting client with processing transactions such as deposits, withdrawals, or bills payments, resolving compliants or account discrepancies and aswering queries
- Tracking, recording, reporting, and sorting information related to transactions, bank supplies, and customer, and ensuring all informations are accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancy

Inspiro | January 2017- June 2018

Customer Service Representative - Iloilo City, Iloilo Philippines

- Manage large amount of inbound and outbound calls in timely manner
- Book customers flight request and rebooking.
- Identify customer's needs, clarify information, research every issue and provide solutions and/or alternatives.
- Build sustainable relationships and engage customers by taking the extra mile.
- Seize opportunities to upsell products when they arise