

Aivan Karlo Geronimo

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Service Crew

Dedicated and customer-focused Waiter/Service Crew member with over 2 years of experience providing exceptional service in fast-paced dining environments. Skilled in handling customer inquiries, ensuring accurate order taking, and delivering meals efficiently while maintaining a friendly and professional demeanor. Proven ability to manage multiple tasks under pressure, maintain cleanliness and hygiene standards, and contribute to a positive dining experience. Adept at upselling menu items and fostering strong customer relationships to encourage repeat business. Seeking to leverage expertise to enhance guest satisfaction and team performance.

PERSONAL INFORMATION

Birthday: October 29, 1998 **Age:** 26

Visa Status: Visit/Tourist Visa **Religion:** Roman Catholic

Ethnicity: Filipino

WORK EXPERIENCE

VNL BRW

Barista/Service Crew • Full-time

Pasig, Philippines • 09/2022 - 10/2024

- Customer-focused with excellent communication skills.
- Ability to manage high-volume orders and multiple tasks simultaneously.
- Skilled in cash handling, register operations, and inventory management.
- Knowledge of food safety and sanitation protocols by maintaining cleanliness of stations.
- Collaborative team player with a positive attitude.
- Maintained inventory levels and ensured proper storage and rotation.
- Managed cash register, processed transactions, and maintained accurate cash drawer balances.
- Trained and mentored new baristas, ensuring adherence to quality standards and operational procedures.
- Took care of inventory replenishments when new stocks arrived especially heavy lifting from trucks.
- Keeping refrigerable goods in FIFO system for the morning shifts and keeping the store manager notified.

McDonalds

Waiter/Service Crew • Full-time

Pasig, Philippines • 01/2021 - 09/2022

- Received customers pleasantly, took their orders, transmitted to kitchen staff, served, and prepared bills.
- Adhered to the quality and work standards of the chain.
- Maintained the equipment, such as oven and grill, in proper condition.
- Maintained cleanliness in the workstations.
- Assisted the other staff members in taking orders.
- Analyzed customer complaints and feedback for constant improvements.

EDUCATION

Our Lady of Fatima University

Bachelor of Science in Information Technology

Antipolo City, Philippines

SKILLS

Adaptability

Attention to Detail

Communication Skills

Customer Service

Empathy and Patience

Teamwork

Multitasking

Time Management

Positive Attitude

Problem-Solving

Precise Order Taking

Maintaining Equipment