



MARY JOY ILANA IBANEZ

PROFILE SUMMARY

Dedicated and versatile professional with extensive experience across diverse roles, including Assistant Store Manager, Shop Assistant, Chef, Receptionist, Accountant/Office Administrator, Branch Bookkeeper/Auditor, and Data Analyst. Skilled in managing operations, delivering exceptional customer service, and ensuring financial accuracy and compliance.

CONTACT

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Al Rigga, Dubai, UAE

EDUCATION

Master in Community Development & Social Innovation: Value-Based Leadership and Social Innovation

**VID Specialized University - Oslo,
Norway**

2020 - undergrad

Accrued 90 study credits, with 30 remaining
for master's thesis.

This Program covers Human Resource and
Conflict Management, Organization,
Leadership and Social Innovation. A grade of
B was awarded in both courses.

Basic Norwegian Accounting with Tripletex - Exam "Passed"

Folkeuniversitetet - Oslo, Norway

Aug 2022 - Nov 2022

Bachelor in Theology, Religion & Society

**MF Norwegian School of Theology,
Religion & Society - Oslo, Norway**

2017 - 2020

WORK EXPERIENCE

ASSISTANT STORE MANAGER

JUL 2024- OCT 2024

BACKSTUBE AS, CARLBERNERSPLASS, OSLO, NORWAY

Supporting the store manager with new hires.

Coordinating and performing employee training following training guidelines.

Shift planning.

Ensure that the stores operate profitability and in accordance with applicable laws
and internal guidelines. Lead and motivate employees.

Order management, inventory monitoring, daily follow-up, promotion, sales, and
services.

Following all safety, Health, Safety, and Environment (HSE)/internal control

Take over store operations in the absence of the store manager.

SHOP ASSISTANT

MAY 2023- JUN 2024

BACKSTUBE AS, OSLO, NORWAY

Customer service, serving and assisting guests.

Cash register routines, accepting payments etc.

Baking pastries, preparing baguettes with toppings, replenishing food and drinks.

Cleaning and tidying the kitchen, storage area, and cafe, maintaining hygiene and
safety standards.

Responsible for opening and closing shifts.

Certified Trainer for all types of shifts (baking, cashier, sandwich, and closing
shift).

RECEPTIONIST - UNPAID VOLUNTEER

JAN 2022 - JAN 2024

CARITAS RESOURCE CENTER, OSLO, NORWAY

Serves visitors by greeting, welcoming, and directing them to appropriate service.

Provide basic and accurate information.

Answer and route incoming phone calls, manage inquiries, and take messages as
needed.

Maintains office security by following safety procedures and controlling access via
the reception desk.

Perform other clerical receptionist duties such as filing, photocopying, and
scanning.

CHEF

JUL 2021 - JUL 2023

ASIA AS, OSLO, NORWAY

Responsible for the daily operation of mise en place. Produce and prepare food
and sauces according to ASIA standards. Ensures to follow the recipes, plating,
and serving of dishes, and works in accordance with the current hygiene
regulations IK-Mat, cleaning, and safety. Responsible for the preparation of the
desserts. Assist in inventory management.

**Norwegian Language Course
Level I (A2) & Level II (B1)**

University of Oslo

2018 - 2019

Bible School

Bibelskolen Oslo Kristne Senter

2016 - 2017

**Bachelor of Science in Commerce
major in Management Accounting**

**University of San Agustin - Iloilo,
Philippines**

2002 - 2006

SKILLS

- **Strong analytical and organizational skills**
- **Computer savvy**
- **Ability to work independently & as part of a team**
- **Detail-oriented & able to handle multiple tasks simultaneously.**
- **Leadership & Management Skills**
- **Customer Service & Conflict Resolution**
- **Experience in managing budgets and handling financial documents**

CERTIFICATION

Foundations of Project Management

Sept 2022

Coursera

Grade Achieved: 96.25%

<https://www.coursera.org/account/accomplishments/verify/GW3ESALJZVM5>

Hygiene Course - Apr 2022

Foodflirt

**Food Safety and Internal Control
System, Hygiene and Allergens**

Course - Oct 2021

PELIAS Trygg Mat

Certificate course in Food

Hygiene - Sept 2021

eSmiley Global

CHEF

SEPT 2019 - JUN 2021

PINCHO NATION NORGE AS, OSLO, NORWAY

Responsible for the daily operation of mise en place. Arrange and prepare food in accordance with Pincho's various concepts. Responsible for the preparation of desserts. Follow procedures according to IK-Mat, cleaning, and safety. Help the department reach expectations for guest satisfaction, quality, and profitability.

KITCHEN ASSISTANT

JUNE 2017 - OCT 2019

MATS OG MARTIN AS, OSLO NORWAY, OSLO, NORWAY

Responsible of mise en place. Assist with the catering and a la carte. Wash dishes according to all safety guidelines for cleanliness. Follow procedures according to IK-Mat, cleaning, and safety. Performs other related duties as assigned.

AU PAIR/CULTURAL EXCHANGE

SEPT 2014 - AUG 2016

Mainly responsible for helping with childcare. Performs light housework as well as helping children with their homework.

**OFFICE ADMINISTRATOR/ACCOUNTANT FEB 2009 - SEPT 2014
V SCRATCHIT DISTRIBUTOR, BACOLOD CITY, PHIL.**

Undertake a range of functions to make sure the administration activities within an organization run smoothly. Responsible for the management of human resources, budgets, accommodation, and property facilities and records. Supervise and coordinate activities of staff. Prepares and administers salaries, including preparation and remittances of government-related requirements such as income taxes, social security system, and other benefits. Involved in staff training and development. Prepare annual estimates of expenditure, maintain budgetary and inventory controls, and make recommendations to management. Maintain management and accounting information systems using Peachtree and Sage. Completes operational requirements by scheduling, assigning employees, and following up on work results. Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends. Prepares weekly/monthly stocks inventory, monthly sales reports and statements of account. Reconcile accounts payable and receivable. Handles daily cash/check collections and deposits in a bank on a day-to-day basis. Monitor accounts to make sure payments are up to date. Locate suitable business premises and negotiate reasonable leasing agreements. Calculate taxes and tax returns. Performs other related duties as assigned.

**ONLINE BOOKKEEPER/OFFICE ASSISTANT AUG 2013 - NOV 2013
HORIZON ENVIRONMENTAL, CALGARY, CANADA**

Maintains an efficient and accurate flow of production paperwork from the field to administration. Maintain market leadership through continuous implementation of state-of-the-art technology as it pertains to office administration and customer database maintenance. Update and maintain financial business transactions.

BRANCH BOOKKEEPER/AUDITOR

SEPT 2008- FEB 2009

BUSINESS MACHINES CORP., BACOLOD CITY, PHIL.

Responsible for collating financial data such as receipts, bank statements, tax forms, and check stubs; with this information, may assign the incoming and outgoing expenses to particular categories. Responsible for calculating total income and expenditures, generally the guardian of the Branch's Finances. Serves as the auditor for head office, ensuring that all expenses are clearly and accurately logged. Maintain books of accounts such as general ledger, cash receipts, cash disbursement, sales journal, and general journal. Sees to it that all debts such as invoices, debit, and credit memos, such as official receipts were posted, to come up with the updated running accounts receivable balances. Reconciles customer's Account Receivable subsidiary ledger against general ledger account on a monthly basis. Responsible for checking invoices prior to the approval of the Branch Manager. Maintains payroll information by collating, calculating, and entering data. Prepares and calculates employee's taxes as well as government-related remittances such as social security system, and other benefits.

LANGUAGE

Filipino
English
Norwegian

AWARDS

Individual Performance Award

Accenture Delivery Center- Feb 2008

Team Excellence Award

Accenture Delivery Center- Feb 2008

Team Excellence Award

Accenture Delivery Center - Oct 2007

DATA ANALYST

JAN 2007 - MAY 2008

ACCENTURE DELIVERY CENTER, MANILA, PHIL.

Responsible for the completion of straightforward and stand-alone tasks with possibly high-volume transactions following predefined procedures with 99% completion and 1% vendor return. Processed transactions for our clients which serve the individual market of health insurance in the United States. Processes maintenance transactions and applications for individual membership (maintenance of policyholders, enrollment of approved applications, plan changes, split policy, refund, etc.). Maintains and monitors the hourly productivity log and daily inventory management. Involves in event planning and organizing unit activities

ACCOUNTANT

MAY 2006 - JAN 2007

BLENDWELL FOODS CORP., MANILA, PHIL.

Performs a full range of accounting responsibilities, including information verification and analysis, report generation, and account reconciliation. Determines payroll requirements, maintains payroll data, and prepares and processes monthly payroll, including preparation and remittances of government-related requirements such as income taxes, social security system, and other benefits. Prepares and submits taxes such as Monthly Value-Added Tax Declaration, Quarterly Value-Added Tax Returns, and Monthly Percentage Tax Returns. Maintain books of accounts such as general ledger, cash receipts, cash disbursement, sales journal, and general journal.

FINANCIAL SPECIALIST TRAINEE-INTERNSHIP

NOV 2005-MAR

ILOILO ACCOUNTING CENTER, LANDBANK OF THE PHIL.

2006

Responsible for the preparation of the statement of account, inter-office advice, matured promissory notes, and accrued interest receivable.

REFERENCES

Available upon request.