



# JOHN JAVIER

## PROFESSIONAL SUMMARY

Detail-oriented and proactive professional with extensive experience in administrative support and operations management. Proven track record of enhancing organizational efficiency, optimizing workflows, and delivering superior customer service.

## WORK EXPERIENCE

### Raffy's Diner | Philippines

Kitchen Staff

*January 2021 – August 2024*

- Maintained a clean and organized workstation, adhering to food safety and sanitation protocols.
- Collaborated with kitchen team members to ensure smooth kitchen operations and timely service.
- Assisted in inventory management and restocking of ingredients and supplies.
- Followed all safety and hygiene standards, including proper food storage and handling.
- Supported daily kitchen operations by performing tasks such as prepping ingredients, cleaning, and dishwashing.
- Ensured adherence to portion control and recipe specifications to maintain consistency and quality.
- Provided exceptional service in a fast-paced environment, handling high volumes of orders efficiently.
- Maintained high standards of cleanliness and organization in the kitchen, performing routine cleaning tasks and equipment maintenance.

### YH Green Energy Inc. | Philippines

Maintenance

*February 2016 – December 2019*

- Ensured the cleanliness and optimal functioning of solar panels, workstations, and facilities, contributing to enhanced operational efficiency and system performance.
- Provided critical support in troubleshooting technical issues, facilitating swift resolutions and minimizing downtime.



Abu Dhabi, UAE



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## SKILLS

- Document Control & Management
- Administrative Support
- Customer Service Excellence
- Team Leadership & Delegation
- Technical Troubleshooting
- POS Operation & Cash Handling
- Training & Development
- Organizational Efficiency

## SOFTWARE PROFICIENCY

- Microsoft Word
- Microsoft Excel
- Windows OS
- MAC OS

## EDUCATION

### Refrigeration and Air Conditioning

Lorraine Technical School  
Olongapo, Philippines  
2009 - 2010

### Bachelor of Science in Architecture

Far Eastern University  
Manila, Philippines  
2007 - 2009

### 7-Eleven Convenience Store | Philippines

Assistant Store Manager

January 2013 – December 2014

- Successfully overseen two branches as the assistant store manager
- Spearheaded customer service initiatives, resolving issues and concerns promptly to ensure high levels of customer satisfaction.
- Effectively led and delegated tasks to sales associates, fostering a collaborative and productive work environment.
- Supervised daily store operations, ensuring compliance with company standards and optimizing operational processes.
- Managed cashiering operations and cash floats with accuracy, maintaining financial integrity.
- Trained, coached, and motivated sales associates, enhancing team performance and achieving sales targets.

Sales Associate

March 2012 – December 2012

- Excelled in creating engaging product displays and implementing upselling strategies, driving increased sales and customer engagement.
- Demonstrated proficiency in POS operations, handling cash and card transactions with precision and efficiency.
- Fostered positive customer interactions, addressing inquiries and enhancing the overall shopping experience.