



# Joey Rodrigues

## Contact Info

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## Soft Skills

- Inventory management & control
- Performance management
- Payment processing
- Retail inventory management
- Store management
- Customer satisfaction
- Promotional campaigns
- Retail sales management
- Employee training
- Operational planning
- Pricing strategies
- Store budget management
- Baker/ Pastry Chef
- Microsoft Office (Intermediate Excel skills)

## Spoken Languages

- Spanish (Beginner)
- English
- Hindi
- Konkani
- Marathi

## Professional Summary

Hardworking retail management professional well-versed in all aspects of running a high end store, including opening and closing procedures, banking, merchandising and recruiting. Store manager equipped with extensive experience in retail management and sales. Employs excellent leadership skills and multi-tasking capabilities. I have extensive experience in baking and as a pastry chef as well. Adding to this I have experience in guest relationship management and as a Commissary chef.

## Professional Experience

### **Convenience Store/ Gas Station (Shell & Valero), San Antonio, USA Store Manager June 2021 – March 24**

Key responsibilities:

- Completed store opening and closing procedures each day.
- Assisted in recruiting and onboarding store staff
- Provided excellent customer care through prompt complaint resolution and quality customer service.
- Extensive knowledge of softwares such as Modisoft POS, Passport POS and Clover used for store inventory management, sales and accounting.

### **AIDA Cruise Liners**

#### **Pastry Chef December 2012 – June 2020**

Key responsibilities:

- Inspection and cleaning of food preparation areas to maintain sanitary practices.
- Managed all day-to-day operations of bakery and pastry section
- Developed new products based on seasonal ingredients and ongoing dessert trends.
- Assisted Sous and Head chef.

### **Radisson Hotels (Loddy's Garden Court)**

#### **Commi II in Bakery January 2007 – December 2008**

Key responsibilities:

- Organize orders for pickup and delivery.
- Taking Order • Answering questions relating to the Orders
- Process warehouse stock products.
- Maintain an inventory and regularly update it.
- Ensure the inventory is controlled and maintained with high quality for the purpose of audits.

## Personal Information

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Passport No: P8546809

Passport date of Issue: 11/05/2017

Passport expiry date: 10/05/2027

Date of Birth: 02/07/1989

## Professional Experience

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### **Marlin Catering Services**

#### **Baker**

***January 2005 – October 2006***

Key responsibilities:

- Maintained kitchen equipment & oven hygiene
- Maintained strong knowledge of food safety practices
- Demonstrated time management and organisational skills

## Academic Background

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### **Nossa Ia Education Catering, Margao – 2010–11**

Diploma in Bakery and Confectionary

### **Don Bosco, Quepem – 2008**

Diploma in Commerce

### **Nossa Ia Education Catering, Margao – 2008**

Hotel Management catering technology & applied nutrition course (3 months)

### **Don Bosco, Quepem – 2006**

Pass class in SSCE

High School

### **Stenodac Institute of Career training & edu. – 2005**

Basic Computer Diploma (6 months)