John D. Flores

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**Objective**

To acquire a job in a prestigious organization that would help enhance my skills. Will benefit from my hard work, dedication and loyalty.

**Education**

**Graduate** **of** **Bachelor** **of** **Science** **in** **Custom** **Administration** University of Cebu Cebu City, Philippines

Year graduated: March 2001

**Graduate** **of** **Seven-Month** **Caregivers** **Course** Cebu Caregiving Studies & Development Centre Sanciangko St., Cebu City, Philippines

Year graduated: September 12, 2008

**Professional Experience**

**Customer** **Returns** **Problem** **Solver/** **Team** **Leader** **AMAZON.COM**

**May** **13,** **2017** **– till** **present**

**Responsibilities:**

* Heading and managing the daily operation to ensure in a balance HC to their respective task from receiving, stowing, and some indirect task to a problem solver.
* Monitoring SOS backlog for process, Stow buffer and problematic items to raise tickets and designate a PS to follow-up tickets daily for Fc receive and Fc actionable impacted to past SLA.
* Daily follow-up with some important emails, queries which align with a different department, SC, OB, IB, ICQA, CS and LP to ensure all emails must replied before EOS.
* Monitoring and maintaining 100% TPH and UPH actual vs plan in every receiver and stowing output, to avoid negative results.
* Assisting problem solver, some problematic issues, like MPS and International shipments need to hand over back to SC to return to the correct seller.
* Ensuring all problematic items, should be recorded on the excel drive and must be clear as much as we can to avoid filling up.
* Ensuring RTO &RTN must be process thoroughly by checking 6 sides and the condition of the item before adding back to inventory.
* Audit must be done on daily basis by grading the item, on how the receiver receive the item thoroughly.
* Ensuring all problematic items must thoroughly check, especially HRV and in case facing Fraud customer, it should be done with BRW and Annotation.
* Reports of the performance output of daily process must be shared with LM, the current backlog to process and problematic items to be raised a ticket, with a proper hand over to the next shift for clear visibility every EOS.
* Proper 5S could be done before EOS to ensure, the next shift can start a clean and tidy and should be done the same.

**Reverse** **Logistics** **Associate** **/** **ICQA** **Souq.com** **/** **AMAZON.COM**

**Inventory** **Controller** **DIP** **2** **Dubai,** **U.A.E.** **September** **27,** **2014** **– 2017**

**Responsibilities:**

* Receiving, moving, checking and storing incoming goods.
* Checking and inspecting goods received and ensuring they are of accurate quantity, type, and also acceptable quality.
* Packaging and labeling products before they are dispatched.
* Helping to ship out item orders every day.
* Selecting space for storage and arranging for good to be placed in the designated areas.
* Making sure that all inventory processes are completed on the same day.
* Ensuring a clean and safe workhouse for staff to work in.
* Monitoring stock levels.
* Moving items through the warehouse from receipt to dispatch to customers.
* Accurately updating all data into computer and manual recording systems.
* Inventory of all the stocks daily from high value to low value items.
* Admin reliever to check and update all the emails and share drive, attendances and do a report daily.
* Daily cycle count of all the stocks from wall to wall counting.

**Senior** **Barista** **VAPIANO** **Pasta/Pizza/Cafe** **Horizon** **Hospitality**

**DUBAI** **MALL,** **U.A.E.**

**January** **05,** **2009** **– March** **2014**

**Responsibilities:**

* Prepare beverages to Hastings standards for speed, quality, and consistency, Comply with the guest.
* Up selling products and promote monthly specials.
* Performs a variety of duties in order to...quality. Greets customers, mixes and serves hot/cold beverages such as coffee, espresso, cappuccino, **cafe** latte, and tea, and fruit blend drinks. Arranges coffee bar supplies check daily logbook.
* Looks for new training opportunities and takes advantage of new training tools.
* Helps and Support the manager for day to day operation.
* Coach and Train new recruits according to standards.
* Make monthly inventory report & give it to the Manager.
* Perform cashiering functions.
* Helps the bar & dining for day to day operation.
* Responsible for the effective and timely preparation and service of drinks and food to guests in all bars, lounges dining area as per standard to satisfied the guest.
* Maintain the restaurant cleanliness, neat & well arrange before leaving

**Data** **Entry/Encoder** **MRE** **Computer** **Phils,** **Inc.**

**Mepz,** **Lapu-Lapu** **City** **Cebu** **City,** **Philippines**

**December** **09,** **2006** **– July** **03,** **2007**

**Responsibilities:**

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Tests customer and account system changes and upgrades by inputting new data; reviewing output.
* Secures information by completing data base backups.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains customer confidence and protects operations by keeping information confidential.
* Contributes to team effort by accomplishing related results as needed.

**Bartender/Mixiologist** **Hilton** **Cebu** **Resort** **and** **Spa**

**Punta** **Engaño** **Mactan,Cebu** **Philippines** **December** **23,** **2004** **-** **July** **23,** **2006**

**Responsibilities:**

* Reading the endorsement logbook
* Free Bar of any smell and smoke
* Check the beginning of inventory
* Make a requisition for par-stocking to the F&B Storekeeper
* Clean the bar counter, high chair & chiller
* Check all fruit juices, spirits, sodas and glasses if it is expired
* Prepare garnish & some ice for the day use
* Clean bar equipments: Blender, Shaker, Jigger, etc.
* Check run-out items/86 items to immediate supervisor & the push items to sell.
* Check & Display the variety of wines in the wine chiller
* Check physically all the stocks
* Perform cashiering functions.
* Coach & train new recruits through on-the job-training.
* Responsible for the effective and timely preparation and service of drinks and cocktails to guests in all bars and lounges.
* Make ending inventory report & give it to the cost-controller
* Reports Directly to the Bar Manager
* Clean bar, neat & well arrange before leaving.

**Bartender/Mixiologist** **Hilton** **Dubai** **Creek,** **Dubai,** **UAE** **April** **2003** **– October** **01,** **2004**

**Responsibilities:**

* Reading the endorsement logbook
* Free Bar of any smell and smoke
* Check the beginning of inventory
* Make a requisition for par-stocking to the F&B Storekeeper
* Clean the bar counter, high chair & chiller
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**Retail** **Salesperson** **Bench:** **Lifestyle** **&** **Clothing** **SM** **Mega** **Mall** **Cebu**

**Cebu,** **Philippines**

**April** **16,** **2001** **–March** **20,** **2003**

**Responsibilities:**

* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
* Compute sales prices, total purchases and receive and process cash or credit payments.
* Maintain records related to sales.
* Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
* Recommend, select, and help locate and obtain merchandise based on customer needs and desires.
* Answer questions regarding the store and its merchandise.
* Help customers try on or fit merchandise.
* Arrange and display merchandise to promote sales.
* Prepare sales slips or sales contracts.
* Place special orders or call other stores to find desired items.
* Inventory stock and requisition new stock.
* Clean shelves, counters and tables.
* Exchange merchandise for customers and accept returns.

**Retail** **Salesperson** **LACOSTE** **CO.**

**Cebu** **City,** **Philippines** **January** **1998** **-** **July** **1999**

**Responsibilities:**

* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
* Compute sales prices, total purchases and receive and process cash or credit payments.
* Maintain records related to sales.
* Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
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**Apprenticeship** **Pimentel** **Customs** **Brokerage**

**Customs** **Brokerage** **Processor** **Cebu,** **Philippines** **August** **2000** **– March** **2001**

**Responsibilities:**

* Prepares the bill of landing, commercial invoice, tariff and customs duty of shipments air and sea.
* Performed each tasks in the whole customs brokerage system flow
* Handled the filing and organizing of documentation.
* Ensure an appropriate level of communication with customs and other government agencies.
* Ensure that all rules pertaining to clearance of dutiable material are observed.
* Ensure timely release of all import material.
* Procured required file traces.
* Prepares business correspondence.

**Training**

* First Aid Course and Professional Rescuer CPR

Basic Lifesaving Solutions Training Center/Emergency Care & Safety Institute (ECSI)

April 18, 2008

* Pediatric First Aid for Caregivers and Teachers (PEDFACTS) American Academy of Pediatrics

March 3, 2008

* Service Excellence & Brand Service Standards Hilton Cebu Resort and Spa

Feb. 17, 2005

* Pre-opening Team Training Programs Hilton Cebu Resort and Spa

Feb. 07, 2005

* Wine Training Course

Premium Wine Exchange Incorporated March 18, 2005

* Coffee Training Lavazza

April 20, 2005

* Wine Training Water Front Hotel June 15, 2005
* Wine and Spirit Mixing Seminar (Speaker) MCCHD SCHOOL

Oct.16,2008

* Professional Barista Training Workshop

CAFE’S RICHARD

Feb.2010

* Fire Safety Training Conquer

Oct.09, 2020

**Achievements**

Consistent Star Bond Award Achiever Employee of the Month

**Skills** **and** **Abilities**

* Knowledgeable of AFT System, ERP System, Micro’s system , Fidelio system and Infrasy’s system.
* Knowledgeable of computer (MS Word, Excel and Powerpoint), Internet and capable of using any type of office equipment.
* Effective verbal and written communication skills in English language.
* Can easily adjust to a new working environment and fast learner.
* Willing to be trained in order to improve performance.