

KENNETH MONDEJAR SILVA

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ADDRESS

AL RIGGA DEIRA, DUBAI



NATIONALITY

FILIPINO



DATE OF BIRTH

APRIL 15, 1989



MARITAL STATUS

MARRIED

CAREER OBJECTIVE

As a highly self-motivated individual with a strong track record and I am seeking for an opportunity that will enable me to utilize my skills to help the organization meet its objectives and enrich my personal goals.

SUMMARY OF QUALIFICATIONS

- Exemplary customer service
- Customer focused
- Effective multi-tasker
- Inventory management proficiency
- Rapid order processing
- Thrives under pressure
- Cash handling
- Flexible schedule capability
- Committed team player
- Guest relations professional



PROFESSIONAL SUMMARY

Seeking an enjoyable job with a healthy work environment and good compensation that allows my career growth and personal advancement. I bring valuable experience as a Store Keeper, adept at various warehouse tasks such as loading/unloading trucks, operating equipment, and addressing assistance calls. My roles include overseeing the reception, storage, and distribution of materials, ensuring smooth operations and high-quality department performance. I collaborate effectively with team members to facilitate scheduling and accurate inventory management. With years of experience, I am known for completing tasks quickly with exceptional attention to detail and a commitment to taking initiative. I am skilled in monitoring product quality, resolving issues with vendors, and maintaining records, I bring strong organizational and planning abilities to the table. Proficient in database, ERP, and word processing software, I establish positive relationships with carriers and representatives through effective communication and coordination skills. I am an organized and dependable candidate with a willingness to take on added responsibilities to meet team goals, showcasing strong interpersonal, time management, and problem-solving skills.



EDUCATION & QUALIFICATIONS

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT (MARCH 2015)

*Lady of Lourdes Hospital and Colleges Inc.
Caloocan City, Manila, Philippines*

COMPUTER TECHNICIAN (MARCH 2009)

*Datamex Institute of Computer Technology
Quezon City, Manila, Philippines*



CERTIFICATES & RECOGNITION

EMPLOYEE OF THE TERM

*AMBASSADOR SCHOOL DUBAI, UAE
A.Y. 2023 – 2024*

LOYALTY AWARD

*SHOOTERS SECURITY AGENCY – PHILIPPINES
March 2020*



SKILLS

- Microsoft Office
- Office Supplies and Inventory
- Advanced Excel Spreadsheet Functions
- Receivables Management
- System Updating
- Loading and Unloading Inventory & Shipment
- Database Maintenance
- Professional Relationships
- Storage Arrangements
- Issuing and Receiving Equipment
- Customer Satisfaction & Relation
- Clerical Support
- Inventory Management & Record Keeping
- Stamping and Assembly
- Maintaining Quality Assurance Standard
- Surface Work
- Hazardous Materials Awareness
- Order Checking
- Material Stacking
- Invoice and Manifest Review
- Sales Experience
- Cash Register Operations
- Customer Service
- Safety
- Computerized Time Management



INTERNSHIP / TRAININGS

ROOM ATTENDANT / BELLMAN / KITCHEN STAFF

MAKATI PALACE HOTEL, PHILIPPINES
September 2014 – March 2015

BARTENDER / ASSISTANT CHEF / SERVICE CREW

GERRY'S GRILL, PHILIPPINES
May 2013 – September 2013

DATA ENCODER

BRGY. KAYBIGA MUNICIPALITY HALL
January 2009 – March 2009



WORK EXPERIENCE

STORE KEEPER

AMBASSADOR SCHOOL DUBAI, UAE
1 September 2023 – 2 September 2024

- ▲ Receive, inspect, and catalog incoming shipments of uniforms and books.
- ▲ Organize and maintain inventory records using appropriate software or manual systems.
- ▲ Monitor stock levels and initiate orders to replenish supplies as needed.
- ▲ Conduct regular stock checks to ensure accuracy and prevent shortages.
- ▲ Assist students, parents, and staff in selecting appropriate uniforms and books.
- ▲ Process sales transactions accurately and efficiently.
- ▲ Address inquiries and provide information regarding available products, prices, and policies.
- ▲ Handle returns and exchanges according to established procedures.
- ▲ Ensure a welcoming and helpful atmosphere in the school store.
- ▲ Maintain a clean and orderly store environment.
- ▲ Properly store uniforms and books to prevent damage or loss.
- ▲ Implement effective organization methods to optimize space and accessibility.
- ▲ Dispose of damaged or outdated items following established guidelines.
- ▲ Coordinate with school administrators, teachers, and suppliers to meet the school's needs.
- ▲ Communicate effectively with colleagues regarding stock availability and store operations.
- ▲ Participate in meetings and training sessions as required.
- ▲ Keep accurate records of sales, transactions, and inventory levels.
- ▲ Generate reports detailing sales performance, stock movement, and other relevant metrics.
- ▲ Provide regular updates to school management regarding store activities and issues.

SALES COORDINATOR

GRAND CHAMONIX MARKETING INC. – PHILIPPINES
6 May 2021 – 20 July 2023

- ▲ Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- ▲ Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- ▲ Assisted team members with tasks, increasing overall efficiency and achieving improved customer satisfaction.
- ▲ Kept customers and crew areas organized.
- ▲ Assisted in dining room by removing soiled dishes during meal service and transporting to kitchen for washing.
- ▲ Verified freshness of food and ingredients by checking for quality, keeping track of new and expired items and rotating stock.
- ▲ Monitored supply inventory and ordered more to maintain smooth and efficient workdays.

- ▲ Measured and recorded storage temperatures for frozen, cold and hot items.
- ▲ Recorded detailed daily progress notes and tracked daily issues, productivity and supplies used.
- ▲ Delegated tasks to employees, taking skill, availability and project needs into consideration.
- ▲ □ Trained contracted employees on specific tasks, monitoring work for safety, efficiency and overall project progress.
- ▲ Troubleshot equipment issues, increasing lifespan of tools through preventive maintenance and repairs.
- ▲ Operated convection ovens and steamers to cook meats, rice and baked food items.
- ▲ Talked with customers about project specifications, budgets and timelines for top-notch customer service.
- ▲ Restored original condition of cast iron ware through proper seasoning.
- ▲ Scheduled workers for temp jobs, drafted contracts and handled documentation.
- ▲ Cleaned and maintained all areas of restaurant to promote clean image.
- ▲ Provided excellent customer service by greeting customers and meeting quality expectations.
- ▲ Worked well with teammates and accepted coaching from management team.
- ▲ Kept food preparation area, equipment, and utensils clean and sanitary.

SECURITY OFFICER (S.I.C)

SHOOTERS SECURITY AGENCY – PHILIPPINES

1 February 2017 – 31 April 2021

- ▲ Greeted guests warmly, prioritizing safety.
- ▲ Conducted regular patrols to spot security issues.
- ▲ Wrote detailed reports on incidents.
- ▲ Checked IDs to prevent unauthorized entry.
- ▲ Responded to emergencies swiftly.
- ▲ Reported suspicious activities to law enforcement.
- ▲ Patrolled premises by vehicle, bicycle, and foot.
- ▲ Monitored surveillance feeds to protect property.
- ▲ Oversaw daily monitoring of buildings and grounds.
- ▲ Executed security procedures and escorted non-compliant individuals.
- ▲ Screened individuals and restricted prohibited items.
- ▲ Regulated vehicle and pedestrian traffic.
- ▲ Managed complaints and filed incident reports.
- ▲ Communicated with team using radios and phones.
- ▲ Monitored CCTV cameras and alarms.
- ▲ Enforced security policies and removed violators.
- ▲ Inspected doors, windows, and gates for security.
- ▲ Patrolled to deter threats to assets.
- ▲ Investigated security breaches and incidents.
- ▲ Updated shift logs and daily reports.
- ▲ Collaborated to resolve urgent issues.
- ▲ Deterred criminal actions and misconduct.
- ▲ Recorded observations and incidents.

STORE MANAGER / CASHIER / COOK

RECESS PARES HOUSE – PHILIPPINES

3 June 2015 – 15 December 2015

- ▲ Greeted and promptly assisted store customers, fostering repeat business.
- ▲ Operated cash register accurately for cash, check, and credit card transactions.
- ▲ Maintained flexible schedule to accommodate business needs.
- ▲ Welcomed customers, assessed needs, and facilitated purchases.
- ▲ Restocked and organized merchandise in front lanes.
- ▲ Managed cash drawer accuracy at shift beginning and end.
- ▲ Stocked, tagged, and displayed merchandise.
- ▲ Facilitated returns, refunds, and transaction resolutions.
- ▲ Addressed inquiries about store policies and customer concerns.
- ▲ Provided product recommendations to drive sales.
- ▲ Collaborated with shift manager to resolve issues.
- ▲ Conducted cash drawer tally at each shift.
- ▲ Upsold additional products and services.
- ▲ Processed various payment types efficiently.
- ▲ Handled cash securely and checked for fraud.
- ▲ Utilized POS system for transactions and receipts.
- ▲ Cross-trained and provided support across roles.
- ▲ Collaborated with team to meet customer needs.
- ▲ Responded promptly to requests and inquiries.
- ▲ Stayed informed about promotions and sales.
- ▲ Managed refunds and exchanges according to policy.
- ▲ Reconciled cash drawer and resolved discrepancies.
- ▲ Promoted additional purchases and maintained lane organization.
- ▲ Checked IDs for age-restricted sales.
- ▲ Maintained cash wrap cleanliness and organization.
- ▲ Set up weekly sales displays with new merchandise.
- ▲ Conducted accurate inventory counts.
- ▲ Assisted with self-checkout systems and complex issues.
- ▲ Demonstrated product features and addressed objections positively.
- ▲ Guided customers with applications and in-store technology.
- ▲ Resolved discrepancies in customer accounts.
- ▲ Handled heavy lifting and forklift operation as needed.

ON-CALL SERVICE CREW

TOLENTINO'S CATERING – PHILIPPINES

1 August 2012 – 31 March 2014

- ▲ Actively listened to customer concerns, swiftly addressing and escalating major issues.
- ▲ Provided assistance to a high volume of customers daily, prioritizing satisfaction.
- ▲ Maintained cleanliness in prep areas through sweeping, mopping, and counter washing.
- ▲ Enhanced team efficiency by assisting with tasks and ensuring organization in customer and crew areas.
- ▲ Supported dining room operations by clearing dishes and facilitating kitchen transport during meal service.
- ▲ Ensured food quality by verifying freshness, monitoring inventory, and rotating stock.
- ▲ Managed supply inventory and ordered replenishments for smooth operations.
- ▲ Recorded storage temperatures and conducted equipment repairs promptly and accurately.
- ▲ Documented daily progress, issues, and supply usage for effective tracking.
- ▲ Delegated tasks considering employee skills, availability, and project needs.
- ▲ Provided training to contracted employees, ensuring safety, efficiency, and project progress monitoring.
- ▲ Troubleshoot equipment problems, prolonging tool lifespan through maintenance.
- ▲ Operated cooking equipment such as convection ovens and steamers to prepare food items.
- ▲ Engaged customers in discussions about project details, budgets, and timelines.
- ▲ Restored cast iron ware to original condition through proper seasoning.
- ▲ Managed worker scheduling for temp jobs, including drafting contracts and handling documentation.
- ▲ Upheld restaurant cleanliness standards, delivering excellent customer service.
- ▲ Collaborated with team and accepted management coaching for improvement.
- ▲ Maintained sanitation in food preparation areas, equipment, and utensils.
- ▲ Worked across various areas including front counter, drive-thru, and others.
- ▲ Demonstrated product knowledge to assist customers and make recommendations.
- ▲ Prepared food items following health, safety, and restaurant standards.
- ▲ Addressed guest needs and concerns to ensure a positive experience.
- ▲ Packaged menu items and drinks accurately for customer orders.
- ▲ Supported team members to achieve shared goals.
- ▲ Escalated issues to relevant supervisors or managers for resolution.
- ▲ Organized shelves and aisles in assigned department by stocking merchandise.



CHARACTER REFERENCE

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DECLARATION

It is my assurance the above information is true to the best of my knowledge & I would like to be a part and an asset of your organization & rest assured that I am a hardworking person if given the golden opportunity.

KENNETH MONDEJAR SILVA

Applicant

