

Kelly T. Peril

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Professional Experience

Master Barista 2023 - 2024

MARK & SPENCER – MOE, Dubai UAE

Responsible for processing specialty coffee orders in an accurate and timely manner, attending to customers and assisting with inquiries.

Demonstrating strong interpersonal skills, interacting with customers and staff on tills, communicating orders in a clear and consistent manner.

Providing leadership to junior baristas, directing coffee making operations and delivering training as required.

Establishing and maintaining positive working relationship with customers, recognizing regular customers and remembering usual orders.

Operating and maintaining machinery, responsible for milk thermometer calibration: reporting any technical problem/issues.

Ensuring compliance with standard health and safety regulations in addition to conforming to company policies.

Person-In-Charge 2021 - 2023

THE CIMBING GOAT ROASTERY – DFC Mall, Dubai UAE

Led the café team, ensuring efficient operations and high service standards.

Managed daily sales reports, inventory control, and financial documentation.

Developed and implemented staff training programs to maintain quality service.

Ensured all operations adhered to health, safety, and regulatory standards.

Hospitality Coordinator 2013 - 2022

HAMDAN INTERNATIONAL PHOTOGRAPHY AWARDS – Emaar Blvd. Plaza, Dubai UAE

Liaising with the suppliers such as florist and external caterers.

Arranging security and advising on health and safety; and preparing and managing budgets and looking after the groups of corporate visitors at events, exhibitions, conferences, or meeting.

Meeting guests and ensuring that all needs are met. Organize and schedule appointment.

Inventory management, tracking stock levels and loss prevention.

Act as the point of contact for internal and external clients.

Liaise with executive and senior administrative assistants to handle request and queries from senior managers.

Person-In-Charge 2011 - 2013

THE PIZZA FACTORY – DIFC Building, Dubai UAE

Oversaw café operations, staff management, and inventory control.

Trained new employees in customer service, coffee preparation, and cash handling.

Handled daily financial tasks, including cash flow and sales reporting.

Maintained high customer satisfaction by addressing concerns and ensuring timely service.

Supervisor 2008 - 2011

BACIO GELATO – Al Barsha, Dubai UAE

Supervised daily operations, ensuring product quality and customer service standards.

Trained and mentored junior staff, improving overall team performance.

Managed inventory, stock control, and daily order processing.

Barista 2005 - 2008

COSTA COFFEE – Emirates Mall, Dubai UAE

Delivered exceptional customer service and ensured compliance with brand standards.
Assisted in managing cash, inventory, and store merchandising.
Supported the training and development of new team members.

Sales Associate 2003 - 2005

OFFICE WAREHOUSE – Makati City, Philippines

Delivered excellent customer service by greeting customers, helping with product selection, and answering inquiries about items.
Maintained the sales floor by restocking shelves, organizing merchandise, and ensuring items were displayed attractively.
Inventory management, tracking stock levels, and ensuring timely replenishment of products.
Collaborated with team members to maintain a clean and welcoming store environment, contributing to increased customer satisfaction.

Stock Associate 2002 – 2003

HER BENCH – SM Mega Mall, Mandaluyong City, Philippines

Supported team efforts by covering additional tasks during peak hours, including managing fitting rooms and organizing promotional events.
Played a key role in product merchandising by setting up eye-catching displays to promote new arrivals and seasonal products.
Assisted with store deliveries, sorting, and organizing stock in the backroom, ensuring that items were available on the sales floor.
Maintained store cleanliness and organization, contributing to a pleasant shopping experience for customers.
Supported team efforts by covering additional tasks during peak hours, including managing fitting rooms and organizing promotional events.

Stock Associate 2000 - 2002

LEVIS STRAUSS – Robinsons Galleria, Philippines

Assist the store team in providing all pre-retail support including GRN, scanning tagging etc.
Stock Room Maintenance and Improvement.
Sales support in replenishment and recovery of stock, from the stock room to the shop floor effectively.
Assist sales on the sales floor as when requested by the management team.
Loss Prevention.

Education

Diploma in Computer System Design and Programming
AMA Computer Learning Center – Marikina City, Philippines

Language

Tagalog (Native), English

Personal Information

Married, Filipino, UAE Driving License