**Maria Crystel Joy Suelen**

(971) 505 903563

[suelenmariacrysteljoy@gmail.com](mailto:suelenmariacrysteljoy@gmail.com)

Philippines 3301

**PROFESSIONAL SUMMARY**

Experienced Café Manager with 3 years of leading upselling, managing staff, inventory, conduct memorandum, staff schedule, payroll and computation. Skilled in achieving sales target and proficient in POS system. 4 years in front office operations and sales associate roles. Skilled in 4 years customer service experience and contribute to a team-oriented environment.

**SKILLS**

* Management and leadership skills**,** strong work ethic and inter personal skills
* Knowledge in POS cashiering
* Communication skills, Planning or organizational skills
* Knowledge and evaluating food safety regulations and standards.
* Creative problem solving
* Able to lead a team and work well in a team.
* Proficiency with time management and multitasking ability.

**WORK HISTORY**

**Manager**  February 2021-July 2024

But First Coffee • Philippines

* Responsible in effective organizational planning and prioritization of work load.
* Develop and implement creative solutions to areas of improvement.
* Managed schedules, monitoring expenses and managed budget.
* Develop and implement policies and conduct staff meeting.
* Monitoring in and out of staff.
* Monitoring wastage or stock control.
* Monitoring, ordering and evaluating stocks.
* Increased sales of the coffee shop consistently.
* Monitoring inventory morning and night counted actual and POS server inputted.

**Barista**

* Taking orders and Informing customers about specials and new items.
* Suggestive selling & promoting bestseller and higher value products.
* Coffee extraction, grind, dose, tamp and texturing milk on the machine.
* Brewing methods on French press, Drip, brew, siphon, pour over, V60.
* Maintain a clean and organized work station.
* Prepare and serve coffee beverages including espresso base, milk base and cold brews.
* Performing basic machine maintenance of machine equipment.

**Team leader/Receptionist** Jan 2018 – Jan 2020

Polo Residence • Meydan Dubai, UAE

* Greeting client and visitors with a positive helpful attitude.
* Answering calls in professional manner and answering their queries.
* Accurately management reports everyday sending through email.
* Handling complaints and taking action.
* Ensure reception areas is well maintained and clean.
* Anticipate the needs of others in order to ensure their seamless and positive experience.
* Maintaining healthy relationship with customer and build customer loyalty.

**Front desk & Telephone Operator**

Queen Jennifer Hotel • Philippines

* Attends to reservation checking in and out of guests of the hotel.
* Handles all items related to the guests’ request, needs and inquiries.
* Assists in the implementation of House rules for hotel operations.
* Responsible for the proper monitoring of supplies.
* Ensures accuracy and timely submission of all reports.
* Support in managing all issues affecting operation.

**Customer Service Representative**

Talavera Group of Companies • Philippines

Family Choice Mega mart

* Responsible in overall management of customer in giving proper service guidance & assistance.
* Provide correct and approved service greetings and spiels.
* Communicates and escalates issues to store manager/ marketing officer for immediate resolution.
* Responsible in answering phone calls and paging concerns from time to time.
* Be able to deliver warm greetings and courteous services towards customers.