



MARK ANGELO DE GUZMAN



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EDUCATION

**Bachelor of Science
Hospitality Management
Baliuag University**

2006 - 2010

SKILLS

- Cash register operation
- Sales expertise
- Teamwork
- Inventory management
- Accurate money handling
- Documentation and record-keeping
- Retail merchandising expertise

EXPERTISE

- Multitasking
- Teamwork
- Communication
- Flexibility
- Customer service
- Menu memorization

PROFILE

I have 7 years of experience in customer service and retail sales, specializing in providing quality product recommendations and solutions. My background includes roles such as a Banquet Waiter, Cashier/Service Crew, Cafe Supervisor, and Waiter at various establishments. In these positions, I have polished my skills in customer service, inventory management, team supervision, and cash handling. I have a proven track record of exceeding customer expectations and revenue targets through effective communication and sales expertise. My education includes a BS in Hospitality Management, and I am proficient in both English and Filipino.

WORK EXPERIENCE

Small Business Grocery Store Owner

2017 - Present

As the owner of a small grocery store, I managed all aspects of the business to ensure its success and growth. My key responsibilities included:

- Build strong relationships with customers and provide personalized service.
- Addressed customer inquiries and resolved complaints promptly and effectively.
- Managed the store's budget, tracked expenses, and ensured profitability.
- Handled all financial transactions, including cash, and credit payments.
- Prepared financial reports and analyzed sales data to make informed business decisions.
- Maintained optimal inventory levels to meet customer demand without overstocking.
- Negotiated with suppliers to secure the best prices and terms for products.
- Conducted regular inventory audits and managed stock replenishment.
- Hired, trained, and supervised a team of employees to provide excellent customer service.
- Ensured the store was clean, well-organized, and visually appealing.
- Implemented and enforced health and safety regulations.
- Oversaw the maintenance and repair of store equipment and facilities.
- Utilized social media and local advertising to promote the store and its products.
- Created attractive displays and signage to highlight promotions and new arrivals.
- Adapted business strategies based on market trends and customer feedback.

LANGUAGE

- English
- Tagalog

REFERENCES

Shaban Muhammed Iddrisu

Business Owner

Email : studio@shabaniddrisu.com

CoffeeCut Cafe

2016 - 2017

Supervisor

- Assisted other employees with planning problems and troubleshooting.
- Managed cafe operations and administration, including inventory and ordering and customer service.
- Handled overall daily operations and the ordering and rotating of stock.
- Designed and built an inventory system using Excel.
- Trained new employees.
- Delivered exceptional customer service with a customer-first attitude.
- Organized opening and closing duties.
- Successfully balanced cash drawers and maintained all daily records.

Collin's Grill & Bento, Singapore

2014 - 2016

Supervisor

- Received payments from customers.
- Assisted store clerks by attending to customer requests.
- Prepared daily sales reports.
- Conducted physical inventory of store supplies regularly.
- Conducted cash counts before turning over the cash register to the next shift.
- Introduced new products, including promos to customers.

Sulo Riviera Hotel

2013 - 2014

Banquet Waiter

- Served guests in a restaurant with 80-person capacity with 95% positive customer comments.
- Volunteered to clean bathrooms on every shift.
- Commended 5 times by the employer for friendliness and efficiency.
- Assisted with setup and teardown for 60+ functions, including 20 weddings and 25 corporates events.

Dunkin Donuts

2012 - 2013

Service Crew

- Took orders and served food and beverages to patrons.
- Performed consistent check-ins with patrons to ensure satisfaction and swiftly address complaints.
- Answered questions about the menu and made recommendations when appropriate or requested.
- Prepared appetizers, salads, and cold dishes.
- Assisted a team of hosts and hostesses by greeting, seating, and thanking customers.
- Communicated with kitchen staff directly and via computers.

Ileto's Catering Services

2010 - 2012

Waiter

- Cleaned tables, removed dirty dishes, and replaced table linens.
- Replenished clean linens, glassware, silverware, and dishes.
- Supplied service staff with food.
- Served patrons with water, coffee, and condiments.
- Cleaned and polished furniture, shelves, walls, and equipment.
- Stocked refrigerators with bottled beer and wines.