CATHERINE CAUMERAN DIAZ

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PROFESSIONAL SUMMARY

Operations Manager and Customer Service Professional with 8+ years of experience in restaurant operations, team leadership, customer service, sales support, business account management, and technical support. Proven success in managing daily operations, improving service quality, controlling costs, leading cross-functional teams, training employees, and maintaining compliance with health and safety standards. Skilled in CRM systems, inventory management, budgeting, forecasting, client relationship management, process improvement, and performance optimization.

CORE COMPETENCIES

Operations Management • Team Leadership • Staff Training & Development • Customer Service • Client Relationship Management • Business Support • Sales Support • CRM Management • Inventory Control • Budgeting & Cost Control • Financial Reporting • Food Safety & Compliance • Process Improvement • Technical Support • Problem Solving • Scheduling • Performance Management • POS Systems

PROFESSIONAL EXPERIENCE

Business Specialist / Technical Support Representative | iQor Philippines – T-Mobile for Business | 2023–Present

- Supported business clients by recommending telecommunications products and services.
- Analyzed customer requirements and provided tailored voice, data, mobile, and cloud solutions.
- Collaborated with sales and technical teams to support account growth and customer retention.
- Maintained customer records and delivered high-quality account support.

Operations Manager | Savy Group LLC (Qatar) | 2019–2023

- Managed day-to-day restaurant operations, ensuring compliance with food safety, cleanliness, and service standards.
- Led recruitment, training, scheduling, and performance management of front-of-house and back-of-house teams.
- Monitored labor costs, food costs, inventory, and operational budgets to improve profitability.
- Implemented standard operating procedures (SOPs) to improve efficiency and service consistency.
- Resolved customer concerns and maintained high guest satisfaction levels.

Operations Manager | Majlab Trading / O'Sorbet D'Amour (Qatar) | 2017–2019

- Oversaw restaurant operations, staff supervision, inventory management, and customer service delivery.
- Managed scheduling, training, and daily performance of restaurant teams.
- Supported achievement of sales and operational goals.

Assistant Manager / Catering Supervisor | Moods Qatar LLC / Jones the Grocer | 2014–2017

- Supervised restaurant and catering operations.
- Coordinated staff schedules and ensured service quality standards were met.
- Maintained food safety compliance and inventory control.

Sales Support | TELUS International Philippines – Dell POS Account | 2012–2014

- Provided pre-sales support for POS products and services through live chat and customer engagement.
- Recommended POS systems, hardware, accessories, and services based on customer requirements.
- Maintained CRM records and supported sales conversion efforts.

Senior Customer Service Agent | Sykes Asia Inc. – Capital One US | 2010–2012

- Handled customer inquiries related to accounts, billing, transactions, and card services.
- Resolved escalated issues while maintaining compliance and service quality standards.
- Supported onboarding and coaching of new customer service representatives.

EDUCATION

Enterprise Planning – University of the Philippines Open University (2018–2019)

Sales & Marketing – Filipino Institute, Doha, Qatar (2017–2018)

Bachelor of Science in Nursing – Emilio Aguinaldo College (2001–2004)

CERTIFICATIONS

- Six Sigma White & Yellow Bert Certified
- IELTS Certification (B2 / 6.0)
- Food and Beverage Services NC II
- Food Safety Training – IQS Qatar
- Professional Cookery NC II
- Food Processing NC II
- Bread and Pastry Production NC II
- Caregiving NC II
- Duolingo English Test (Score: 115)