



DJODINS MAGARO LEPAÑA

Address:

Purok Narra Red Cross Village Digkilaan, Iligan City

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Objective:

To work in a challenging environment an Customer Service Consultant, where I can bring enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through my experience.

Educational Attainment:

Primary: Iligan City Central School

Secondary: Digkila-an High School

Tertiary: MINDANAO STATE UNIVERSITY ILIGAN INSTITUTE OF TECHNOLOGY

**Course: *Bachelor of Science in Industrial Education Drafting Technology*
(College level)**

Contact number: 09751245213/09764277449

Religion: Catholic

Date of Birth: July 14, 1983

Height: 5 ft 6 inches

Weight: 51 kg

Gender: Male

Citizenship: Filipino

Status: Married

Work Experienced:

July 2005-2010	JOLLIBEE-ILIGAN <i>Station Leader/Crew Trainer</i>
Dec.3, 2010-Nov.21, 2011	CORSINI CAFE Riyadh K.S.A <i>Cook</i>
Nov.22, 2011-Dec.3, 2012	INTERCONTINENTAL HOTEL Riyadh K.S.A <i>Waiter</i>
May 22, 2014-July 17, 2014	SOPHIAS MEDITERRANEAN CUISINE <i>Cook</i>
Aug. 17, 2015-Jan. 6, 2017	VIKINGS BUFFET AND RESTAURANT 2 nd . Floor SM BF, Paranaque City <i>Line Cook</i>
Jan. 7, 2017- May 31, 2017	FOUR SEASON'S BUFFET 7 HOT POT SM South Mall Las piñas <i>Line Cook</i>
Aug. 2, 2017-Sept. 25, 2017	SIZZLING BULALO Las pinas City <i>Store OIC</i>
July 28, 2018- Jan, 15, 2019	SOUTH PUB 2 nd flr Commerce Center Filinvest ,Muntinlupa <i>Sous Chef</i>
June 16, 2019-Oct. 16, 2019	THE MOMENT GROUP MANAM Ayala By The Bay Paranaque City <i>Kitchen Supervisor</i>
Nov. 29, 2019-March 3, 2021	VXI GLOBAL HOLDINGS 2 nd Flr. Robinson's Cybergate Damosa, Davao City <i>Customer Service Representative</i>
April 26, 2021-October 19,2022	TELEPERFORMANCE CDO Centrio Mall Cagayan de Oro City <i>Customer Service Representative/ Technical Support</i>
Dec. 14, 2022- March 31, 2023	BIG TIME MANAGEMENT INC. 7000 Independence Parkway Plano, Texas 75025 <i>CSR/ Dispatcher</i>
April 5, 2023- July 31, 2023	Haula Commercial Waste Management 650 2nd street, San Francisco, California, 94107, USA <i>Sales Representative</i>

Awards:

JOLLIBEE-ILIGAN *“Best in Fry Man”* July 25, 2009

Responsibilities included:

Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

Establishes strategic goals by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.

Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; bench marking state-of-the-art practices; participating in professional societies.

Contributes to team effort by accomplishing related results as needed.

Key Skills and Qualities:

Performance Management, Project Management, Coaching, Supervision, Quality Management, Results Driven, Developing Budgets, Developing Standards, Foster Teamwork, Handles Pressure, Giving Feedback

References:

Chef Gerry Montenegro Cruz
Corporate Chef
Vikings Buffet and Restaurant

Chef Jasper Andrew Kong
Executive Chef
Sumilon Island Resort Cebu City

Chef Bhong Bañares
Sous Chef
Vikings Buffet and Restaurant P'que

Chef Albert Candano
Sous Chef
Vikings Buffet & Restaurant

Chef Von Ragudos
Executive Chef
Vikings Buffet and Restaurant P'que

Marcus Vincent Fernando
Head Chef/General Manager
South Pub Resto& Bar

