

Michael Mico F. Miranda

81B, Molave, Manuela 4 G Las Pinas City

Mobile no.: 0997 810 7474

E-mail Address: michaelmiranda11@gmail.com



OBJECTIVE:

To work in a pragmatic way in an organization where I can show my talent and enhance my skills to meet company goals and objectives with full integrity and zest.

PROFESSIONAL EXPERIENCE

TOP DRAWER MERCH. LOGISTICS ASSISTANT AND CUSTOMER SUPPORT REP

February 2022 – May 2023

- Creating labels and orders for shipments
- Organizing the inventory of merchandise of artists
- Calling shipping companies for any possible delays
- Submitting request for returns
- Coordinating with other departments for release date, stocks and ship dates.
- Answering tickets about customer inquiries
- Clearing out holds for shipments

DIAVOX INC. MANILA, PHILIPPINES APPOINTMENT SETTER (Auto dealership)

June 2021 – February 2022

- Making outbound calls to book customers for services.
- Updating dealers records based on clients information
- Providing information about the dealers and services provided
- Updating daily logs of the dealers assigned

FOOD STYLES London, United Kingdom

FOOD CATEGORIZER November 11, 2019 - March 30, 2020

- Curated the company's food application based on the restaurants around England.
- Coordinated with groups regarding the layout and design of the apps
- Researched food techniques, allergens, and procedures of which foods are made by the restaurants.

THE NEST KITCHEN ALABANG, PHILIPPINES CUISINIER DE PARTIE / R&D CHEF

February 24, 2017-July 8, 2019

- Managing a kitchen operation with 22 staff
- Food costing/control and menu development
- Implementing and applying Servsafe certified procedures
- Interviewing, training and supervising commis and cuisinier
- Supervising daily services and making sure standards are met
- Constructs and delivers memos to employees and different departments
- Making departmental plans, organizing events and conducting product knowledge for the kitchen and the dining staff
- Work hand in hand with the Asst. Executive Chef with regards to events, menu, and schedule planning

AGENCY SUPERVISOR January 28, 2016- February 28, 2017

- Monitors employees decorum
- Oversees employees attendance
- Constructs and delivers memos to employees
- Coordinates and distributes pay slip to employees
- Ensures that all employees maintain proper grooming and wears proper uniform
- Monitors employee productivity and providing constructive feedback and coaching

COMMIS July 6, 2015- February 28, 2017

- Organizing stocks, chillers, and freezers, and labeling them
- Worked in multiple stations like Expo, Grill, Pasta, Wok, Sauté, Fry, and Colds
- Developing new dishes for events such as New Year's, Valentines, and other promos
- Butchering poultry, beef and seafood Preparing soups, sauces, garnishes and mise for operation

THE LOBBY KITCHEN ALABANG, PHILIPPINES INTERN (720 hours) October 7-

December 31, 2014

- Making sauces, soups, and dressing
- Preparing garnishes and mise for operation
- Organizing chillers, freezers and dry stockroom and labeling items

CERTIFICATION AND AWARDS

Top performer	1st quarter 2023
Top VOC in transition	March 2021
Model Employee of the month	Jan-March 2018
ServSafe: Food Protection Manager Certification	September 15, 2017
Model Employee of the Year	Year 2017
Certificate of Leadership	March-June, 2017
Food & Beverage Service Training	March 25-26, April 1, 2017
Basic Food Safety Training	September 6, 2016
Model Employee of the month	August, 2016
Perfect Attendance	June, 2016
Perfect Attendance	May, 2016
Silver Medalist, Pinoy Master Chef Adobo Challenge	July 20, 2013

EDUCATIONAL BACKGROUND:

Tertiary

2010-2014 The Philippine Women's University

Taft Avenue, Manila
Bachelor of Science in Hospitality
Management, specializing
in Culinary Arts

2010 Victoria English College

London, England
Diploma in Computer Applications

Secondary

2007-2009 Penn Foster Career School

Pennsylvania, USA (Online School)

2004-2006 Pakistan Embassy College Beijing

Beijing, China

ADDITIONAL SKILLS:

- Fluent in English, Tagalog and Mandarin
- Proficient in using Microsoft Word and Excel
- Licensed Driver with restriction 1,2

CHARACTER REFERENCES

Darell Joseph D. Arceo Jobert Viduya

Asst. Executive Chef Sous Chef

The Nest Kitchen Vivere Hotel, Manila & Pig and Palm Cebu Vivere Hotel, Manila
Jobert_Viduya@yahoo.com (0917) 525 7002

Ariel Caesar U. Illagan Laszlo Uray
Operations Manager Operations Manager
Vivere Hotel, Manil Foodstyles Lonodon (0917) 899 4697
laszlo@foodstyles.com