



# Marjolyn E. Silva

---

B65 L67 Jade Residences,  
Malagasang 1-G, Imus Cavite  
4103 Philippines

**E-mail:** rabenj09@yahoo.com

**Phone:** 09393076160

## WORK EXPERIENCE

### Nueno Imus Food Inc. (Jollibee Lumina)

August 2015 — Present

#### Assistant Restaurant Manager 2

Provides assistance to the Restaurant Manager in the achievement of Store Business Goals thru improvement of store operational processes that lead to effective and efficient Operations Management in the areas of Shift Operations, Packaged Programs Management, Service Programs Management and Office Administration. Also, responsible for overall Crew Development and Management, including achievement of Crew Labor Cost target; and for the Training and Development of Crew Leaders and Management Trainees and assists in co-manager's training.

### Royal 3KL Food Corporation (Jollibee San Andres)

January 2013 — July 2015

#### Assistant Restaurant Manager 3

Assists the Restaurant Manager in the achievement of the Store Business Goals thru effective implementation of specific operations support activities in the following areas, *as assigned*:

- Implement assigned Product/Service Quality or Cleanliness & Sanitation (C&S) Program
- Implement assigned Crew Management activity.
- Implement assigned cost management activity
- Manage operations of assigned Packaged Program
- Develop and maintain customer relationship for assigned Institutional Account.

### McDonald's Sm Pampanga

May 2005 — May 2007

#### Service Crew

- Ensure that customers always have a great time when dining at the restaurant.
- Responsible for ensuring customer satisfaction, resolving customer complaints, and addressing any questions or comments that customers may have.
- Take customers' orders and punch them into the restaurant order database

## EDUCATION

### B.S in Computer Science

June 2007 — October 2012

Eulogio "Amang" Rodriguez Institute of Science and Technology

## REFERENCES

References available upon request.