



# Ma. Christina Angelica Fernandez

## WORK EXPERIENCE

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2022-2025

McDonalds' Restaurant IANA Canada

### Food Service Supervisor

- Performs production, service and other channels management activities, prepares and facilitate the tasks given during their shift.
- Supervise, coordinate and schedule the activities of the employees.
- Train staff in job duties and sanitation and safety procedures.
- Makes sure that food and service meet quality control standards

2021-2022

Let There Be Bright Tutorial Services

### Online Tutor

- Reviewing classroom or curricula topics and assignments.
- Assisting students with homework, projects, test preparation, papers, research and other academic tasks.
- Working with students to help them understand key concepts, especially those learned in the classroom.

2017-2020

Jollibee Foods Corporation

### Assistant Restaurant Manager

- Supervised daily store operations during assigned shifts, ensuring achievement of sales targets and operational excellence.
- Executed sales programs and marketing initiatives, including dine-in, take-out, business channels, new product launches, and local store marketing campaigns.
- Monitored and ensured availability of raw materials and packaging for new products to prevent stockouts and service disruptions.
- Implemented suggestive selling strategies to drive revenue growth and enhance customer experience.
- Managed food and paper costs (FcPc), utilities, and operating expenses by monitoring consumption and minimizing waste.
- Enforced quality standards and environmental programs, ensuring compliance with company policies and operational procedures.
- Resolved customer complaints promptly in accordance with service standards, escalating concerns when necessary.
- Supervised and developed team members through training, certification, and performance monitoring, including Crew Leaders, Senior Crew, and Crew Trainers.
- Implemented office systems and document control procedures to improve administrative efficiency.
- Monitored third-party service providers against Service Level Agreements (SLA) and provided performance feedback.
- Oversaw production, service, and administrative functions, including cash handling and fund custodianship, ensuring accuracy and accountability.


## REFERENCES


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- Catherine Mercado – Restaurant Manager, Jollibee Foods Corporation, +639 39 938 9642
- Chinkle Liz Ching – Owner, Let There Be Bright Tutorial Service by Teacher Ching, +639 17 796 0930
- Patrick Laflamme Lussier - Restaurant Manager, McDonalds' Restaurant IANA, Canada

## CONTACT

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## EDUCATION

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2013-2017

COLLEGE OF THE HOLY SPIRIT OF TARLAC

- **Bachelor of Science in Business Administration Marketing Management**

2021-2022

TARLAC STATE UNIVERSITY

- **Professional Education ((Methods of Teaching))**

## SKILLS

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- Training and Evaluation
- Customer Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Inventory Management
- Project Management