



# IRENE B. MORCILLA

## CONTACT

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Punta Princesa, Cebu City,  
Cebu, Philippines

## EDUCATION

### 2011 Graduate CARLOS HILADO MEMORIAL STATE COLLEGE

- Bachelor of Science  
Industrial Technology
- Major in Food Technology

### 2003- Graduate NEGROS OCCIDENTAL HIGH SCHOOL

## SKILLS

- Computer literate
- Good both oral and  
written communication.
- Good interpersonal skills
- Good working habits
- Efficient in Customer  
service.
- Efficient creating new  
menu dishes and dessert.

## LANGUAGES

- English
- Tagalog
- Bisaya
- Hiligaynon

## PROFILE

A Hard working individual ,keen to details, organized. A team player, optimistic and willing to learn for new opportunities.

## WORK EXPERIENCES

### LYNN LUMINGKIT

APRIL 2021- TO THE PRESENT

In House care taker

- Caretaker of an old age woman
- Ensures that she's clean every day and bedding makes sure it changes daily.
- Handles the Food preparation and ensures that medicines have been taken daily.
- Ensure that the surroundings have been disinfected and clean.
- Act as custodian of the House and Apartment rentals

### LBC EXPRESS INC

June 06,2014- March 8,2021

Customer Service Associate

- Handles transactions for cargo couriers, bill payments, and remittances.
- Handles a customer complaint and ensures that the issue or complaint has been resolved.
- Ensures the transaction has been served with complete details and well-informed the customer of the courier policy.
- Ensures that at the end of the day, all transaction reports have been forwarded to the hangar and the Money accountability balance is intact and deposited the following day with running balance only.
- Ensure that daily inventory is posted on the tally sheet online if closing shift.

### MISYEL'S CATERING SERVICES

June 2006- September 2012

Kitchen staff/ working student

- Purchase daily fresh and raw meat and vegetables for short orders and catering.
- Maintain the high quality and appearance of the purchased goods.
- Handle the food preparations for short order and functions.
- Daily, weekly, and monthly inventory for wet and dry goods and daily liquidation of receiving and purchase reports.
- Handles cash and customer payments as a customer service representative.
- Keeps the records, sorting and filing documents.

## WORK EXPERIENCES

### LICENSED INSURANCE AGENT

- SUNLIFE CANADA PHILS.
- CODED APRIL 2024

### REFERENCES

- **Nichole lumingkit**
  - Owner of Lumingkit Residence
  - ☎ 0945-879-3797
- **Gemma Magbanua**
  - Secretary- Bookkeeper
  - Misyel's catering services
  - ☎ 032 433-4332
- **Adrian Vanne Fua**
  - Freelance Virtual Assistant
  - ☎ 0969-529-2150

#### KJM LIFESTYLE HEALTH PRODUCTS , FRANCHISEE OF FRESH START ORGANIC AND NATURAL FOOD STORE

JULY 15,2013- MAY 24,2014

##### Store Server Trainee

- Handles purchased orders and payments
- Ensures that the food orders are correct and served promptly.
- Handles the inventory if closing shift.
- Ensure that the money accountability is balance and reported to the owner.

#### SUGARLAND HOTEL CORPORATION

##### Pantry staff

November 24,2012 -April 24,2013

- Set up the Pantry station and make sure it is cleaned and sanitized.
- Ensures that food preparation for cold kitchen and pantry menu items is complete for ala carte, consumable order, and functions.
- Ensuring that all prepared food is consistently high quality and quantity consistently controlled, and served promptly.
- Maintain a High standard of quality appearance for all food preparations.
- Provide customer service experience satisfaction.

### TRAININGS AND SEMINARS

- ANTI- MONEY LAUNDERING AND COUNTER-TERRORIST FINANCING (AML/ CTF) TRAINING AND MONEY LAUNDERING AND TERRORIST PREVENTION PROGRAM ( MTPP) LBC EXPRESS INC  
July 22,2015 and August 22,2019
- FOCUSED GROUP DISCUSSION ON THE SERVICE PRINCIPLES & BRAND PROMISE LBC EXPRESS INC-March 12, 2016
- NEW ASSOCIATE ORIENTATION ( NAO) LBC EXPRESS INC - July 11, 2015
- ON THE JOB TRAINEE- 604 HOURS KITCHEN & OFFICE DEPARTMENT MISYEL'S CATERING SERVICES  
October 5,2010- January 31,2011
- FOOD DEPARTMENT ON THE JOB TRAINEE 677.56 HOURS SUGARLAND HOTEL CORPORATION  
JUNE 05,2010- OCTOBER 5,2010
- USMEF SEMINAR ON QUALITIES OF US MEAT AND MEAT TECHNIQUES U.S.MEAT EXPORT FEDERATION  
MARCH 30,2009
- MINI SUMMER CATHETICAL INSTITUTE SAN SEBASTIAN PARISH CATHETICAL CENTER, DIOCESE OF BACOLOD  
April 27-29,1999