

LEV D. ZAFRA

Blk. 6 Lot 12 Monte Carlo subdivision
Vito Minglanilla, Cebu Philippines 6046
Mobile # **+639163767608**
Email: nalz022701@yahoo.com / velavien27@gmail.com



EXPERIENCE

MANULIFE – PHILIPPINES

Unit Head Associate (CUSP, Financial Advisor) 29 November 2024 - Present

- Financial planning (retirement, education, estate).
- Selling Life Insurance policies.
- Selling Unit Investment Trust Fund.
- Managing client's investment portfolio.

MULTIFLORA NOIBARA PTE. LTD. – SINGAPORE

Operations/Logistics Manager

19 July 2021 – 24 May 2024

- Ensuring operations are carried on efficiently within the company's SOP in the best practices daily.
- Procure materials, plan inventory and oversee warehouse efficiency.
- Formulate, strategic and operational objectives.
- Liaise with contractors and suppliers.
- Recruit, train and supervise staff.

ALCHEMIST BEER LAB PTE. LTD. – SINGAPORE

Bar Operations/Service Manager

13 Oct 2017 – 16 July 2021

- Responsible for the Bar's daily service operation.
- Responsible for staff roster and assigning tasks.
- Involve in hiring, staff development, training and appraisal.
- Responsible in events and functions execution.
- Liaise with contractors and suppliers.
- Liaise with the property management in regard to the service and maintenance of the Bar.
- Responsible for Logistics and Deliveries.
- Responsible for the Bar's furniture and equipment maintenance, making sure each furniture/equipment are in good working conditions.
- Responsible for submission of daily and monthly reports.
- Responding to customer complaints and making sure that every complaint is well attended, resolved, and rendered with utmost service recovery in a friendly and professional manner.

BANSHING INDUSTRIAL CO. (PTE) LTD – SINGAPORE

Machine Operator (MOM-TJS)

13 Mar 2017 - 25 Sept 2017

- Operate injection-molding machine. ▪ Product quantity and quality checking.
- De-gate and de-flash injected molded parts.
- Packs molded parts in accordance with the required specification and label them.
- Strictly follows ISO 9001, ISO 13485 and safety rules and regulations.

MIJIN & CO. PTE. LTD. – SINGAPORE

Hansang Korean Family Restaurant

Restaurant Manager

05 Feb 2013 - 10 Jan 2017

- Managing the restaurant's daily operation.
- Responsible for staff daily schedule and assigning tasks for outside events such as catering.
- One of the company drivers.
- Organizing events and functions.
- Liaise with contractors, suppliers and other restaurant-related personnel.
- Responsible for submission of daily and monthly reports.
- Responding to customer complaints and making sure that every complaint is well attended, resolved, and rendered with utmost service recovery in a friendly and professional manner.

KITCHEN LANGUAGE PTE. LTD. – SINGAPORE

Changi Village Hotel Saltwater Café & Vau Lounge

Assistant Restaurant Manager

Nov 2012 – Jan 2013

- Assisting the Outlet Manager in managing the Restaurant's daily operation.
- Manages staff roster, duties and activities.
- Performs SOP training for staff to maintain high level of guest service and experience.
- Checking stock levels and procuring supplies.
- Liaise with all the relevant departments in pertaining to the daily operation matters.
- Handles cashiering, credit card transactions and bill settlements.
- Responsible for weekly and month end reports submission.

MIJIN & CO. PTE. LTD. – SINGAPORE

Hansang Korean Family Restaurant

Restaurant Supervisor

Aug 2011 – Aug 2012

- Supervising the restaurant's daily operation.
- Implementing the manager's assigned tasks and responsibilities.
- Responsible for staff weekly roster.
- Checking stock levels and ordering supplies.
- Performs daily and monthly inventory.
- Handles cashiering and bill settlements.
- Responding to customer complaints when the manager is not on duty.

DANAT RESORT JEBEL DHANNA – Abu Dhabi, United Arab Emirates

Front Desk Shift Leader

Dec 2005 - Dec 2008

- Supervise Front Office daily operations.
- Ensuring smooth, efficient and friendly guests check in and check out.
- Manages staff daily rosters and is responsible of submitting monthly hotels statistics and reports to Tourism Authority.
- Coordinates with all the departments in pertaining to daily guest issues and operational matters.
- Responsible in regular checking and maintaining guest credit limits and outstanding balances.
- Folio managing, Ledgering, Settling and updating guest accounts.
- Overseeing and managing rooms' allocation in advance, to maximize guests' preferences.
- A Departmental Trainer that implements regular training of Hotels Standard Operating Procedures, to maintain a high level of service standards.
- Handles guest complaints, queries and assistance.

COCINA CALZA CATERING SERVICES – Cebu Philippines

Captain Waiter (Indoor and Outdoor Banqueting)

Dec 2004 – Nov 2005

- Organizes daily mis-en place prior to banqueting operations, such as especial functions and occasions.
- Setting up buffet, skirting and banqueting set up.
- Assisting and serving orders.

MUSASHINO CORPORATION – Asaka Shi, Saitama Ken Japan

Food Processor (Cooking/Chouri Department)

Sep 2003 – Sep 2004

- Assigned in cooking (Chouri) department.
- Ensuring every preparation is at par with the health and sanitary standard set by the Japanese health agency.
- Responsible of cooking and processing ready to eat foods/meals for 7 eleven Japan (Primary Bento Supplier).

HOBBIES, ABILITIES AND AWARDS

- *Employee of the Month Front of the House.*
- *Graduate with Distinction and Honors.*
- *Feasibility study with Distinction*
- *Excellent in communication and interpersonal skills.*
- *Athletic, sports minded who like to play indoor and outdoor sports.*
- *Able to communicate, understand, read and write Hiragana and Katakana (Japanese Alphabets).*
- *A member of the Parish Youth Coordinating Council in the Philippines (PYCC).*
- *Able to drive 2- and 4-wheels vehicles and presently holding a Singapore driving license Class 3 (motor vehicle) 2B (rider).*

I.T SKILLS

- *Tech-savvy.*
- *Experienced in OPERA 4.0 (Property Management System) Front Office.*
- *Experienced in WESS (CRM), MICROS, INFRASYS and other Point of Sale system (F&B).*
- *Ability to process Microsoft Office Applications such as MS WORD, MS EXCEL, and POWERPOINT.*

LANGUAGE SPOKEN AND WRITTEN

- *ENGLISH, TAGALOG, AND CEBUANO.*

TRAINING AND SEMINARS

- *Basic Food Hygiene and Safety Course - Singapore*
- *Basic Safety Training (SOLAS) – University of Cebu, Cebu Philippines*
- *Revenue Development Management Training – Al Raha Beach Hotel, Abu Dhabi U.A.E*
- *Complaint Handling Training – Danat Resort Jebel Dhanna, Abu Dhabi U.A.E*
- *Communication Skills Training - Danat Resort Jebel Dhanna, Abu Dhabi U.A.E*
- *Customer Care Training - Danat Resort Jebel Dhanna, Abu Dhabi U.A.E*
- *Telephone Courtesy Training - Danat Resort Jebel Dhanna, Abu Dhabi U.A.E*

