

DENNIS G. OBRADOR

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Kingdom of Saudi Arabia



OBJECTIVE

Dedicated and experienced in store operations management and customer service. Seeking an opportunity to use my years of experience to help the company grow.

WORKING EXPERIENCE

January 23, 2022 - Present **Libanet Airport and Aircraft Services**
Storekeeper

Main Objectives:

- Keep the inventory safe and ensure that no single item get neither lost nor misplaced.
- Place aircraft part and items into correct bin locations.
- Issue parts to Maintenance facilities and update the Inventory Control System records.
- Keep the stores racks and bin locations in orderly manner and clean at all times. Arrange for shipment or movement of stock as requested.

Main Duties:

- Receive, bin, issue and dispatch of aircraft technical parts including checking and filing of associated documentation.
- Ensure correct bin locations are allocated in stores and that parts are arranged neatly. This includes making sure all tags are visible with minimum disruption of parts in location.
- Ensure parts are stored by location correctly and safely based on weight, dimension or category, and in conjunction with Flynas Air Policy and Procedures.

- Update the computer system to reflect the status of parts received and issued. Take all the precaution measures required for storing and handling Dangerous Goods items.
- Monitor shelf life items, compile list of expiring SL items and share with Stores supervisor.
- Ensure parts are issued based on a rotational basis.” First in – First out basis”.
- Ensure stores shelves and bin locations are kept clean at all times.
- Assist or arrange for material packing and preparation of Pick Slips.
- Assist with Stock checks.
- Handle parts in accordance with Flynas Air Policy and Procedures, in particular ESD (Electrostatic Sensitive Device) category parts.
- Carry out Projects or tasks as directed by Base Stores Supervisor.

November 2017 -
December 2020

Starbucks Coffee Company

Store Manager

- Maximize sales and ensure customer focus is prioritize at all times
- Demonstrate a calm demeanor during periods of high volume or unusual events and manage smooth transitions thereafter to keep store operating to standard and to set a positive example for the Store team
- Display a customer – comes - first attitude by training and holding Partners accountable for delivering legendary customer service
- Manage with integrity, honesty and knowledge that promote the culture, values, and mission of Starbucks
- Implement and review all stock loss prevention controls.
- Implement processes specific to store product/size/location
- Drive the implementation of company programmes by developing action plans and directly motivating and instructing the store team to implement them to meet operational and organizational objectives
- Manage a team including, in store training, recruitment (where applicable), motivation, coaching, development, disciplinary and performance appraisals

- Promote Reward and Recognition within the store and offer feedback on a regular basis
- Monitor and manage store staffing levels to ensure Partner development and talent acquisition to achieve and maintain Store operational requirements
- Use existing tools to identify and prioritize communications and regularly use discretion to filter communications to the store team
- Provide coaching and direction to the store team to take action and to achieve operational goals
- Plan, identify, communicate, and delegate appropriate responsibilities and practices to Store Partners to ensure smooth flow of Operations
- Constantly review Store environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the Store team to achieve operational goals
- Ensure communication is effective throughout store and back to brand team
- Communicate clearly, concisely, and accurately to ensure effective Store operations

August 2014 -
November 2017

Starbucks Coffee Company

Shift Supervisor

- Maintain a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example to the shift team
- Manager so that the team can respond as necessary to create the Third-Place environment during each shift
- Assists with new partner's training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed. Provides feedback to store manager on partner performance during shift
- Contribute to positive team environment by recognizing alarms or changes in partner's moral and performance and communicating them to the store manager
- Create a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners

on shift to ensure operational excellence and to improve partner performance

- Develops positive relationship with shift team by understanding and addressing individual motivation, needs and concerns
- Executes store operations during scheduled shifts. Organizing opening and closing duties as assigned
- Follows Starbucks operational policies and procedures including those cash handling, safety and security to ensure the safety of all partners during each shift
- Follows all cash management and cash register policies and ensure proper cash management policies are followed by shift team
- Follows up with baristas during shift to ensure the delivery of legendary customer service to all customers
- Recognizes and reinforces individual and team accomplishments by using existing organizational tools and by collaborating with store manager to find new, creative and effective method of recognition
- Utilizes operational tools to achieve operational excellence during the shift

September 2013 -
August 2014

Starbucks Coffee Company

Barista

- Acts with integrity, honesty and knowledge that promotes the culture, values and mission of Starbucks
- Maintains regular and consistent attendance and punctuality
- Provides quality beverages, whole bean and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customers. Discover and responds to customers' needs.
- Anticipates customer and store needs by constantly evaluating environment and customers for cue

ACHIEVEMENTS & AWARDS

- Partner of the Month Starbucks Coffee Company December 2016
- Partner of the Month Starbucks Coffee Company November 2016
- Partner of the Month Starbucks Coffee Company August 2016
- Partner of the Month Starbucks Coffee Company December 2015
- Certified in Communication Group Skill Starbucks Coffee Company December 2015
- Certified in Food Safety for Managers Training Course Starbucks Coffee Company September 1, 2015
- Certified Shift Supervisor Starbucks Coffee Company August 2014
- Certified Barista Trainer Starbucks Coffee Company February 2014
- Certified Barista Starbucks Coffee Company December 2013

TRAININGS/SEMINARS ATTENDED

Title: Service Standards
Training Center: Manama, Bahrain
Address: Manama, Bahrain
Date: June 08, 2019

Title: Management Training
Training Center: Manama, Bahrain
Address: Manama, Bahrain
Date: January 11, 2017

Title: Communication Training
Training Center: Manama, Bahrain
Address: Manama, Bahrain
Date: January 12, 2015

Title: Food Safety
Training Center: Manama, Bahrain
Address: Manama, Bahrain
Date: January 09, 2015

Title: Management Training
Training Center: Manama, Bahrain

Address: Manama, Bahrain

Date: January 08, 2014

SKILLS

- Inventory
- Excellent customer service
- Good interpersonal and organizational skills
- Computer literate

PERSONAL DETAILS

Date of Birth: March 27, 1988

Place of Birth: Tondo, Manila

Height: 5'5 ft.

Weight: 120 lbs

Gender: Male

Civil Status: Married

Religion: Roman Catholic

Nationality: Filipino

EDUCATION

2000 – 2004 St. Mary's Educational Institute
Secondary

1994 – 2000 Irukan – Kalayaan Elementary School
Primary

REFERENCES

Jessie Dimalanta

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