

Jhoan Thomas Melendrez



Personal details

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Riyadh, Saudi Arabia
12215 Riyadh
-  May 8, 1982
-  Male
-  Filipino

Skills

- Professional Driving
- Customer Service
- Team Leadership
- Food Safety Compliance
- Cash Handling
- Sales Maximization
- Coaching and Development

Profile

Enthusiastic cashier with a solid foundation in customer service and team collaboration, looking to leverage exceptional interpersonal skills in a retail environment. Committed to creating a friendly atmosphere while efficiently handling transactions, ensuring that every customer leaves satisfied and valued.

Employment

Restaurant Supervisor

Feb 2009 - Jan 2020

Kudu Company for Food and Catering, Riyadh, Saudi Arabia

- Lead the shift to ensure high-quality customer experience is delivered consistently, maximize sales and profits through excellent operations and well trained restaurant team.
- Lead the team on demonstrating leadership behaviors and company's values, discovering potential leaders, providing training and development plans through effective coaching.
- Boosting morale and creating motivational activities toward more productive team members.
- Setting achievable targets and clearly communicates to the team.
- Delegating responsibilities accordingly, doing regular monitoring and follow up.
- Ensure food safety guidelines inside the workplace.

Local Store Marketing Team Member

Jan 2020 - Mar 2021

Kudu Company for Food and Catering, Riyadh, Saudi Arabia

- Promoted to Head Office Marketing from Operations Department.
- Focuses on a wider brand campaign nationwide, build sales and increase restaurant profitability through strategic marketing tactics such as promotions and special tie-ups.
- Organizing events, introducing the new business segment called Kudu Celebrations.
- Executed effective social media campaigns that raised awareness of upcoming events and promotional sales, resulting in a measurable uptick in sales during promotional periods.
- Played a key role in organizing innovative events, including the introduction of Kudu Celebrations, to engage the community and attract new customers.

Store Keeper

Jan 2023 - Present

Virgin Megastore, Riyadh, KSA

- Responsible for receiving merchandise, unloading or unpacking, marking items which codes to be identified, stocking shelves, and helping customers to place orders.
- Work in stores, warehouses, stockrooms and other storages which may involve heavy lifting.
- Assisted in managing inventory and ensuring all stock was accurately recorded and organized on the shelves.
- Handled cash transactions accurately and efficiently while maintaining excellent customer service throughout the checkout process.
- Conducted regular audits of stock to identify discrepancies and collaborate with management on inventory control strategies.
- Monitored sales trends and adjusted stock levels accordingly to support promotional events and enhance customer satisfaction.

Education

Bachelor of Science in AB Broadcasting

2000 - 2002

Manuel S Enverga University Foundation, Inc, Lucena City