

Contactar

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Aptitudes principales

Human Resources
Sales Management
Teamwork

Stephanie Rojas

Chief Operating Financial Officer en SJ Social Media
Colombia

Extracto

I'm a Creative, professional, dynamic, with good initiative, capable of leading group projects, with a good capacity to analyze and manage good interpersonal relationships to generate a good working environment and facilitate interaction between different areas of the organization.

The high degree to assume responsibilities, capable of facing new challenges, willingness and dedication to learn new knowledge. Willing to maintain continuous learning to apply in the approach of new and creative solutions.

Work always aimed at concrete results with a clear attitude of responsibility, communication, and leadership, very given to group work as a determining factor in personal growth.

Experiencia

SJ Social Media

8 años 9 meses

Chief Operating Financial Officer

enero de 2017 - Present (3 años 7 meses)

Cali

As Operations Financial Director, I work closely with the global accounting and FP&A teams to deliver timely internal and external reports, I am responsible for external financial reports that have major financial statements and supporting notes. I am also responsible for preparing presentations of management reports and specific financial statements in external investors, including certain covenant compliance reports.

Responsible for all operational activities, including investment management, procurement, finance and strategy.

Co-Founder

noviembre de 2011 - Present (8 años 9 meses)

Bahía de San Francisco y alrededores, Estados Unidos

McDonald's

4 años 3 meses

Operations Manager

noviembre de 2019 - diciembre de 2019 (2 meses)

cali

Direct unsupervised shifts and manage all systems (except schedules) through practical and theoretical training, to achieve performance according to the company's controls.

In addition to complying with and following McDonald's standards and procedures, the main responsibilities include, but are not limited to:

Quality, Service, Cleanliness, and Value

- Ensure at all times an impressive experience for each client during the shift.
- Resolve and follow up on customer concerns and complaints
- Execute strategies aimed at improving the areas of opportunity detected through the diagnostic and monitoring tools of CSL and V.
- Update the Production Table.
- Direct and execute the Planned Maintenance Program.
- Know and apply all Food Safety regulations.

Sales and Earnings

- Execute the actions focused on increasing sales during the shift, in the medium and long term.

Marketing and Communications

- Maintain updated knowledge of promotions.
- Follow up on procedures that support promotions
- Know and apply the rules of relations with the media established by the company.

Human Resources

- Ensure a fair working environment in which the policies and standards of personnel established by the company are complied with.
- Execute the Enthusiasm Calendar implemented for employees.
- Provide feedback on the performance of employees and managers.
- Lead Employee Training.
- Interview and select employees.
- Make sure that employees follow all procedures for Personal Security.
- Give your opinion on Employee Performance Evaluations.
- Know and apply all the rules on labor laws, accidents at work.

Administration

- Make purchase orders.
- Supervise the receipt of products.
- Comply with all administrative rules and procedures.
- Complete daily and weekly inventories, statistical and performance reports.
- Apply all Local Safety regulations.
- Apply and keep updated of all the rules and procedures before inspections established by the company.

Shift Coordinator

junio de 2017 - octubre de 2019 (2 años 5 meses)

cali

Direct unsupervised shifts and manage training, safety and maintenance systems through practical and theoretical training, to achieve performance according to company standards.

In addition to complying with and following McDonald's standards and procedures, the main responsibilities include, but are not limited to:

Quality, Service, Cleanliness, and Value

- Ensure during the shift the optimal standards of CSL and V, through the proper positioning of the personnel in the shift and the supervision of an adequate operation.
- Ensure at all times an impressive experience for each client during the shift.
- Resolve and follow up on customer concerns and complaints
- Execute strategies aimed at improving the areas of opportunity detected through the diagnostic and monitoring tools of CSL and V.
- Update the Production Table.
- Execute the Planned Maintenance Program.
- Know and apply all Food Safety regulations.

Sales and Earnings

- Execute the actions focused on increasing sales during the shift, in the medium and long term.

Marketing and Communications

- Maintain updated knowledge of promotions.
- Follow up on procedures that support promotions

- Know and apply the rules of relations with the media established by the company.

Human Resources

- Ensure a fair working environment in which the policies and standards of personnel established by the company are complied with.
- Provide feedback on employee performance.
- Lead Employee Training.
- Make sure that employees follow all procedures for Personal Security.
- Give your opinion on Employee Performance Evaluations.
- Know and apply all the rules on labor laws, accidents at work.

Administration

- Supervise the receipt of products.
- Comply with all administrative rules and procedures.
- Complete daily and weekly inventories, statistical and performance reports.
- Apply all Local Safety regulations.
- Apply and keep updated of all the rules and procedures before inspections established by the company.

Area Sales Manager

noviembre de 2016 - junio de 2017 (8 meses)

cali

Direct the areas to ensure outstanding CSL and V to each client.

In addition to complying with McDonald's standards and procedures, the main responsibilities include, but are not limited to:

Quality, Service, Cleanliness, and Value

- Maintain the highest level of CSL and V in each area.
- Prepare people, machinery and product for your area.
- Maintain the level of supplies needed.
- Talk frequently with customers to measure and improve the satisfaction they get at each visit.
- Maintain critical standards for conservation periods, fast service, quality of raw and finished products, safe food, cleanliness, and hygiene.
- Address, resolve and follow up customer concerns and complaints.
- Perform the basic tasks of PMS (Small Machinery and Small Water Machinery).
- Perform the corresponding tasks of the Planned Cleaning Calendar.

Sales and Earnings

- Execute the actions carried out to increase sales.
- Follow up the cashiers to make sure they make the suggestive sale correctly.

Marketing and Communications

- Maintain updated knowledge of promotions.
- Follow up on procedures that support promotions.
- Know and apply the rules of relations with the media established by the company.

Human Resources

- Ensure a fair working environment in which the policies and standards of personnel established by the company are complied with
- Execute the Enthusiasm Calendar implemented for employees.
- Train and feed employees.

Administration

- Control labor, waste, and yield during the shift.
- Comply with administrative procedures (cash policy, relief, etc.).

Training

mayo de 2016 - noviembre de 2016 (7 meses)

cali

Ensure the proper development of work in the area under your responsibility (Kitchen, lobby, and Frontdesk), respecting and enforcing operational procedures, quality, sanitation, and food safety, as well as human resources management practices, achieving this way the results of CSL (quality, Services and Clean) & V (Value) and collaborating to customer satisfaction both external and internal.

Main responsibilities: Operational Management: Quality, Customer Service, Administrative Management, People Management, Correct operation of machinery and equipment.

Crew

octubre de 2015 - mayo de 2016 (8 meses)

cali

Ensure 100% customer satisfaction by collaborating with the entire restaurant team, both in terms of developing a fast, reliable, friendly and courteous service in a clean and safe environment, as well as respecting the highest

quality limits, Service and Cleaning (CSL), required by the company at all times. He is actively involved in learning all areas of the restaurant.

Main responsibilities: Operational Management: Quality, Service and Cleaning, interpersonal relationships and responsibility at work, customer management, McDonald's image.

Educación

Fundación Universitaria Católica Lumen Gentium

Grado en Administración y Dirección de Empresas, Administración y gestión de empresas, general · (2017 - 2021)