**First Name of Application CV No 1625118**

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**Objective:** To work efficiently and effectively as well as to grow with an organization in the field of hospitality management, development, production, designing so as to achieve organizational goals

**Work Experience: (8 Years)**

1. **Organization**: ***PENGUIN RESTAURANT***

**Designation:** Manager

Start: 15/03/2013

Current Status: Continuing

**Responsibilities**:

* Taking care of everything of theRestaurant
* Providing Excellent Customer Service
* Booking the tables for the guests
* Providing the customers information with their queries
* Training the staffs about the products and prepare them for handling customers
* Scheduling for the staffs’ shift
* Monitoring staffs on duty
* Checking the CPR (Colleagues’ Progress Rate)
* Checking everything before starting the shift
* Solving customers complaints
* Cash Management
* Food and beverage operation
* Monitoring budget, sales, shrinkage
* Monitoring promotional activities
* Taking care of the food quality
* Reporting to the manager

1. **Organization**: ***SAINSBURY’S PLC***, **(food retailer specially), LONDON, UK Designation**: Customer Service Assistant

Start: 10/02/2010

Leaving: 01/10/2012

**Reason for leaving:** Due to expiry of UK visa

**Responsibilities**:

* Supervise by and explore with different program and training activities which helped in capacity building for providing excellent customer services
* Taking care of shop floor and helping the customers with their shopping
* Providing the customers about the promotional offer information
* Serving the customers at the sales counters
* Providing them information promptly in accordance with their queries
* Preparing action plan for daily basis with regards to the business needs
* **Data Entry for the sales, inventories, cash, wastes etc**
* Waste management and preparing reports
* Inventory management
* Taking care of the recycling
* Monitoring health and safety issues related to the customers, the staffs and the store
* Perfect team working in diversity
* Office management
* Cash management
* Above all checking the cleaning of the store

1. **Organization: ‘My Hotel’, Central London, UK**

**Designation**: Receptionist cum night porter (Part Time)

Start Date: 15/06/2010

Leaving Date: September, 2012

**Reason for leaving:** Due to expiry of UK visa

**Responsibilities:**

* Helping the customers with their queries
* Explaining them the details about the facilities and rent of rooms per night
* Booking the rooms for the guests
* Taking the orders for the room service on telephone
* Checking the floors in every 1 hour whether there is any order by the guests
* Arrange the cabs for the guests as per their requirements
* Giving wake-up calls to the guests requested it
* Sending the orders for the newspapers and the magazines
* Taking care of the safety issues like monitoring CCTV, fire exits, fire grids
* Taking care of the accessories of the office room
* Cleaning of the floors

1. **Organization**: ***M S POLYMAC***

**Designation**: Customer Relation officer (Admin)

Start: 08/08/2007

Leaving: 10/09/2009

**Reason for leaving:** For higher study in UK.

**Responsibilities**:

* Providing Excellent Customer Service to the clients
* Supervise and explore training activities and capacity building of associates
* Preparing action plan to monitor the customers’ demand and request the supplier Project
* Periodical Reports and other relevant reports with the help of project team
* Field Visits and supervise routine work of project staffs
* Responsible for exploring and identifying project needs, support to mobilizing resources and contribute in development of project plan
* **Data Entry**

**Professional Skills:**

* Capable of providing excellent customer service to earn customer loyalty
* Project Design, Planning and Budgeting, Implementation Strategy, Logical Framework Development, Monitoring &Evaluation System and Report Writing
* Participatory Monitoring & Evaluation
* Proficient in IT skills (MS Office, Photoshop and others)
* Quality of Organizational Assessment and Development
* Capable in supervising/ guiding/ controlling staff and assess their performance
* Familiar with advocacy and networking activities
* Capable in organizing/facilitating workshops/ seminar/ symposium

**Education:**

1. **M.Sc. in Information Technology Management** (Guildhall College, London, UK)

University of Wales, Newport, UK; 2012

1. **Post Graduate Diploma in Information Technology** (Guildhall College, London, UK)

University/Awarding Body: NCFE, UK, 2010

1. **B.Tech (Information Technology)** (Kalyani Government Engineering College)

West Bengal University of Technology, India; 2007

1. **Higher Secondary(XII), Pure Science** (Sodepur High School)

West Bengal council for Higher Secondary Education; 1999

1. **Madhyamik (X)** (Sodepur High School)

**West Bengal Board of Secondary Education; 1997**

**Personal Profile:**

Date of Birth : 07.10.1981 (DD.MM.YYYY)

Nationality : Indian

Sex : Male

Marital Status : Married

Languages Known : English, Hindi, Bengali, Telugu (Speaking: moderate)

Hobbies: Playing Computer Games, Chess, Reading magazines, journals on business, different thesis papers on companies, listening to Music.