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| Profound sensitivity to multinational cultures & consumer behavior with skills in interacting with customers from different nationalities and meeting their requirements through efficient customer handling skills**~Restaurants Operations~** **Location Preference:** UAE**Industry Preference:** Hospitality & Service  |
| core24x24icons Key Skills | knowledge24x24icons Profile Summary |
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| Restaurant Operations |
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| Recruitment |
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| Sales & Marketing |
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| Inventory & Cost Control |
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| New Business Development |
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| P & L Management |
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| Health, Safety & Security |
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| Customer Service |
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| Team Building & Leadership |
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 | * A focused professional with over 5 years of rich experience; currently working as **Multi Unit** **Restaurant Manager** with **iCream Cafe UAE**
* Exposure of managing functions related to Training & Development, New Product Development and Visual Merchandising
* Expertise in supervising entire functioning of restaurant operations including requisitions, re-stocking and inventory as per set standards
* Excellence in delivering value-added guest servicing and achieving customer delight by providing customized products as per requirements
* Sound understanding of hygiene, health, safety regulations & development in restaurants operations- food nutrition, technology & method
* Skilled at managing overall profitability of operations and liable for strategic utilization and deployment of available resources to achieve organizational objectives
* Hands-on exposure in identifying the human resource requirements and initiating the recruitment process ensuring the best fit
* Effective leader with excellent motivational skills to sustain growth momentum while motivating peak individual performances

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| softskills24x24icons Soft Skills | career24x24icons Career Timeline |
| CommunicatorInnovator Thinker Collaborator IntuitiveTeam Player | **Tim Hortons & Cold Stone (Apparel), Dubai****2010 to 2012****2012 to 2013****Since 2013****iCream, Cafe UAE****Abu Dhabi** |
| edu24x24icons Education |
| * Bachelor of Arts, International Hospitality Management from Edinburgh Napier University, Edinburgh, Scotland, United Kingdom in 2010
* Attained Certificate of Excellence in Hospitality from College
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| exp24x24icons Work Experience |  |
| **Since Oct’13** |  | **iCream, Cafe, United Arab Emirates as Multi Unit Restaurant Manager**   |
| **Oct’12 to Oct’13****Jul’10 to Oct’12** | **Abu Dhabi, United Arab Emirates as Restaurant General Manager** **Tim Hortons & Cold Stone Creamery (Apparel), United Arab Emirates as Store Manager****Key Result Areas:*** Maintaining smooth franchisee relations with new store openings
* Recruiting, managing & monitoring the performance of team members to ensure efficiency in operations
* Performing weekly & monthly budget planning and forecasting to set targets
* Monitoring sales & mapping reports and managing store KPI's for smooth processing
* Evaluating:
* Weekly & Monthly P&L to achieve Bottom Line Results
* Store Performance through monthly Brand, Health and Safety Audits
* Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients for the requests & resolving complaints
* Executing policies & procedures in the operating systems to achieve greater customer delight
* Delivering high-value restaurant services to upscale clients for exalting their satisfaction levels
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|  |  | **Accomplishments:****At iCream*** Successfully launched iCream cafe in Al Ghurair Mall & Dubai Mall.
* Provided sound support to iCream to attain Grade A from Dubai Municipality throughout the year inspections in 2014 -16

**At Pinkberry GCC*** GCC received 100% results in Mystery Shoppe Report in consecutive quarters 2013

**At Tim Hortons GCC*** Played a pivotal role as First Flagship Store Manager for Tim Hortons GCC to achieve 35 Million DHS figures in Last Quarter of 2011, with appreciation mails from Customers and Management also **rewarded** as **Best Store** in **Promoting Club Apparel Loyalty Program 2012**
* Successfully provided increase in annual P & L while leading the Busiest Stores of Cold Stone GCC -Dubai Mall & Mall of the Emirates
* Received Appreciation Letter from Human Resources Manager- Apparel - Mr. Sachin Pradhan Cycle 2010-2012.
* Bagged Appreciation Letter from Cold stone creamery for Best Customer Service Cycle 2010-2011.
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| edu24x24icons Trainings/ Certifications* **Certified Restaurant General Manager**, Restaurant Management from Pinkberry University, United Arab Emirates in 2013
* **Certified Store Manager**, Restaurant Management from Tim Hortons Management Training －United Arab Emirates in 2012
* **PIC Level 2 & 3,** Food, Health & Safety from Dubai Municipality, Dubai, United Arab Emirates in 2011
* **First Aid Fire Safety training** from Dubai Civil Defense. Dubai, United Arab Emirates in 2015

personaldetails24x24icons Personal Details**Date of Birth:** 12th September 1989**Languages Known:** English & Hindi**First Name of Application CV No:** **1667898**Whatsapp Mobile: +971504753686 Description: New_logo.gif |