|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 | |
| |  | | --- | | Restaurant Operations | |  | | Recruitment | |  | | Sales & Marketing | |  | | Inventory & Cost Control | |  | | New Business Development | |  | | P & L Management | |  | | Health, Safety & Security | |  | | Customer Service | |  | | Team Building & Leadership | |  | | | | * 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 | | |
| softskills24x24icons Soft Skills | | | career24x24icons Career Timeline | | |
| Communicator  Innovator Thinker    Collaborator Intuitive  Team 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 | | | | | |
|  | | | | |  |
| 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 | | | |
|  |  | **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. | | | |
| 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 | | | | | |