**Objective**

To acquire a challenging opportunity by keep elevating my skills from my experience and gain more things with an idea to contribute for the success of the organization

**Work Experience**

**Operations Manager** of DMCC, UAE

September 2015 – Present

1. Oversee and coordinate the planning, organizing, training, and leadership necessary to achieve stated objectives in sales, costs, profitability, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.
2. Regularly measure and evaluate service levels and standards using guest and employee feedback and develop plans for continuous improvement.
3. Achieve company objectives in sales, quality, and appearance of facility, and creating a positive and productive working environment.
4. Understand and comply with all local and municipal regulations that pertain to health, safety, and labor requirements of the restaurant, employees and guests.
5. Assist in developing, planning, and executing restaurant management team, restaurant marketing, advertising, purchasing, head chef, and promotional activities and campaigns.

**Restaurant Manager** of Social Restaurant, UAE

May 2012 – May 2015

1. To ensure that restaurant operate efficiently and profitably while maintaining company interest
2. Responsible for the business performance of the restaurant, as well as maintaining high standard of food, service, health and safety
3. To ensure policies, guidelines and procedure are consistently met
4. Develop the entire service team to achieve excellence by displaying the teams potential for growth
5. Responsible on each aspect such as :
6. Customer and economic
7. Products and standard
8. Processes and stock
9. People management
10. Confidentiality
11. Responsible on reporting to Operational manager of Head of Operation
12. Responsible on making SWOT analysis, yearly ABP, KPI, SOP to be approved by Head of Operational or General Manager.

**Assistant Restaurant Manager** of Social Restaurant, UAE

May 2010 – May 2012

1. To assist Restaurant Manager by ensuring policies, guidelines, and procedure are consistently met
2. Equally responsible for the business performance of restaurant, such as :
3. Maintaining profit to be achieve
4. Maintaining service and food quality based on SOP
5. Guest table visit and maintaining guest relation
6. Responsible on daily, weekly and monthly report by assisting supervisor and team down line
7. Responsible on training activity by assisting supervisor and team leader

**Restaurant Manager** of The Only One Club, Indonesia

November 2008 – February 2010

To make sure that operational of the Club is running well by maintaining guest relation, staff performance, food and beverage costing, dealing with supplier, scheduling, operational paper work such as daily, weekly and monthly report, increasing or maintaining sales as or above the budget by finding any possibility along with marketing department

**Store Manager** of IZZI PIZZA, Indonesia

December 2007 – April 2008

Responsible of the outlet operational by maintaining guest relation, staff performance, training activity, costing, dealing with supplier, relation with social media, any kind of report, to maintain the budget are exceeded or at least meet.

**Restaurant Manager** of 9clouds Dine & Dance, Indonesia

August 2006 – October 2007

Responsible to maintain guest relation, staff performance, any kind of report to General Manager, keep engage by giving a fresh idea to keep the business running well, training activity, finding sponsor for continuously event from media and other company, maintaining beverage cost.

**Restaurant Supervisor** of Planet Hollywood, Indonesia

August 2003 – August 2006

To make sure that operational running well, maintaining guest relation, Responsible of Building Cleanliness, Making a report to Restaurant Manager by daily, weekly and monthly such as : Cleaning report, Training report, line check report, monthly goals report, staff up selling report, etc.

**Bar Server** of Grand Manhattan Club, Borobudur - Indonesia

July 2001 – January 2002

In charge as a Bar Server, to make sure that operational running smooth by giving an excellent service to the guest, keep learning about beverages knowledge from spirits, wine, champagne, cognac, liquor, cocktails, etc.

**Bellboy** of President Hotel (Now Pullman), Indonesia

January 2001 – June 2001

Responsible welcoming the guest and assisting them to reception desk, and to make sure that the room and other facility are suitable for the guest to achieve a 100% guest satisfaction.

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**Educational**

Diploma three years in Tourism from Nusantara Tourism Academy 2002 , Jakarta – Indonesia

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**Personal Qualifications**

 I am a highly motivated person, positive minded, and I like to work under pressure to motivate myself more, I am a person that have full of interest with sports and also arts such as music, drawing and painting, reading books, watching movies to satisfying my soul and also to elevate my mentally, physically and emotionally strength.

 A well English speaking, writing and typing with good communication skill.

 Proficient user of MS Office2013.

**First Name of Application CV No:** **1673028**

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