

**Zohaib**

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***Experienced QSR Manager***

Why ***Zohaib*** *?*

* Experienced Restaurant Manager with more than 7 years of extensive hands-on experience of developing food service teams and operational procedures to achieve the highest standards in customer service for fast food venues with leading organizations along with excellent international exposure
* Effectively manages food & labor costs, budgeting, scheduling and auditing procedures to meet with corporate objectives. Train and manages staff on proper food preparation and presentation, comprehensive product knowledge, courteous and professional behavior with guests to build restaurant business & profitability.
* Performance-oriented professional with a proven track record in enhancing service levels, improving outlet operations, training & development. Has strong problem-solving skills and proficiently provides technical support; skilled in food safety program development, HACCP & food safety standards
* Expertise in restaurant operations along with successful track record of achieving continuously achieving sales budget and reduce food cost. Possesses strong understanding of marketing deals, Customer complains, food safety implementation and data analysis
* Experienced team leader with sufficient exposure of work with people & conveying knowledge from diverse cultural & social backgrounds. Qualified food science & technology expert, FSSC 22000 Certified Lead Auditor, FSCC Trainer & HACCP certified professional

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| **CORE STRENGTHS & ENABLING SKILLS** | | |
| * Restaurant Operations Management * Inventory control * Marketing promotional campaigns * Training & Development | * Budget Administration * P & L, Food cost & labor * Food Safety Compliance Check * Supplier negotiation | * Customer focus & Complains * HACCP, BRC, YUM & ISO Standards * Staff Recruitment * Communication & Presentation Skills |

# PROFESSIONAL EXPERIENCE

## Manama, Bahrain

Worked as ***“Store Manager-F & B”,*** June 2015 – August 2016

## Responsibilities/Accomplishments:

* + Increased sales by 20%, catapulting revenues from 40,000 to 50,000BHD per month. Ensured freshness of ingredients and the highest level of customer service, professional practices, strong product knowledge, cleanliness and safety.
  + Efficiently executed & cleared regulatory & external audits including Bahrain Food Authority audits. Performed risk assessments & assisted senior managers in implementation quality assurance programs & strategies, performed verification and closure of all findings pertaining inspections and audits
  + Promoted “always say yes approach” to relationship between staff and customers ,providing personalized, responsive service to create a quality assurance and repeat business
  + Increased profit margin through comprehensive monitoring of kitchen and employee activities, sales trending, scheduling, food ordering and effectively cross-training of employees to ensure maximum productivity.
  + Designed reports, handled enquiries pertaining risks & trends, customer complaints, effectively led teams for design, development & implementation of quality assurance& food safety programs including integrated HACCP, SOP’s & pest control. Coordinated with Bahrain Food Safety Authority, presented audit reports, provided recommendations, and interpreted results to facilitate implementation of corrective actions
  + Reduce 50% wastage by better forecasting, proper inventory ordering, follow up of maintenance of equipments and ensuring of FIFO procedures.
  + Ensure deliveries on time and make sure that products receive and processed at the restaurant achieve highest quality & productivity standards & meet required customer satisfaction.

## Gray Mackenzie Restaurants International (KFC) Karachi, Pakistan

Worked as ***“Restaurant General Manager”,*** March 2011– March 2015

## Responsibilities/Accomplishments:

* + Received two awards for increasing sales, customer service and SOP, worked within budgetary guidelines while providing high personalize yet professional service.
  + Consistently pass quarterly audits for complaint operations of YUM
  + Ensure proper implementation of CHAMPS(cleanliness, hospitality, accuracy, maintenance, product & speed of service) and got customer satisfaction
  + Achieved food cost (least of the region) for the continuously one year i-e 35% ,proper work done on P & L and got better results
  + Organized & conducted capacity building sessions for management and non-management staff in south region in verticals of quality, food safety, hygiene, pest management, cleaning & sanitation, orientation and restaurant operations management. Effectively ensured implementation of quality assurance standards in complete processes from production till delivery, conducted food safety audits in compliance with YUM international standards
  + Performed technical troubleshooting, monitored compliance & audit operations including HACCP, Yum International standards & FSCC (Food safety compliance check)of restaurants

### Major Achievements:

* + Successfully implement HACCP guidelines in restaurant to achieve 100% food safety, implemented HACCP & Yum International standards and cleared audits consecutively for three years in commissary, warehouse and restaurants
  + Efficaciously cleared FSCC audit with zero major non-conformance, reduced annual cost of more PKR 10 million through implementation of improvement plan on commissary chillers & freezers, reduced complaints up to 50% through effective management of operations

## Iftekhar Ahmed & CO. Karachi, Pakistan

Worked as ***“Food Safety Consultant”,*** December 2010 – February 2011

## Responsibilities/Accomplishments:

* + Successfully completed consultancy project involving implementation of HACCP, ISO 9001, ISO 22000 standards, capacity building and skills transfer training to company staff

## Monsalwa, Karachi Pakistan

Worked as ***“Quality Assurance Officer”,*** January 2010 – November 2010

## Responsibilities/Accomplishments:

* + Effectively managed British Retail Consortium (BRC) documentation & execution, implemented ISO 22000, HACCP principles, PRPs & basic food hygiene practices in factory. Implemented food safety & performance improvement plans
  + Evaluated product specifications, supplier profiles & customer requirements; collaborated with purchasing staff to establish quality & food safety requirements from external suppliers. Designed SOP’s & quality assurance specifications. Performed QA inspections & online sensory evaluation of raw, in-process and finished products against stringent food safety & quality standards

# PROFESSIONAL CERTIFICATIONS & TRAININGS

* + IRCA Approved Lead Auditor for ISO 22000:2005 Food Safety Management System
  + Completed Certificate Course of Hazard Analysis & Critical Control Points (HACCP)
  + Completed Level-I Award Induction to Food Safety for Manufacturing from CIEH
  + Attended Certificate Course of HACCP from United Registrar of Systems (2008)
  + Completed one-month training in production & quality assurance department of Candyland & Shan Foods

# PROFESSIONAL QUALIFICATION

* + **University of Karachi, Pakistan** (2008 - 2009)

M. Sc Food Science & Technology

* + **University of Karachi, Pakistan** (2006 - 2008)

B. Sc Food Science & Technology

### Academic Projects:

* + Research on physicochemical state of edible oil through analytical tests and stability test of oil pertaining heat treatment & within time duration
  + Analyzed degradation of fruit & vegetable pickles due to oxidation, enzymatic browning, food quality & food grade equipment