Deepak

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EMPLOYMENT HISTORY

**Site Administrative Executive**  May-2012 - Present

The Sahara Hospitality Co. SAOG. (PAC)

Oman Catering Company, AA Group of Companies, Fahud/Nimr (Sultanate of Oman)

Administrator/Secretary

* Drove all the office operations such as correspondence/requisitions/office supplies/team meetings/record minutes of meetings/line manager schedules/uphold records including staff, contractors and sub-contractors.
* Structured reports/invoices/letters/memos/financial statements/SOPs/billing/quotations/operational reports and databases using word processing, spreadsheet and presentation software.
* Involved with the day-to-day management of all aspects of the company’s restructuring programme including human resource operations, workplace environment, administrative policies and procedures.
* Engaged in crucial interaction on real time basis with contractors/high value clients.

Accounts/Reporting/Billing/Reservation

* Uphold inventory, budget, petty cash, inward/outward papers, material/stationery requisitions, personnel and housekeeping.
* Organized daily/monthly basis reporting such as DOR and DGOR report, costing report, main cash report, fuel consumption report, visitor meal report (VMR), newspaper report, temporary invoices, food cost report, bar report (*including* R.O.P *report*), staff transportation bus ticket summary and monthly service report (MSR) to head office.
* Organized monthly accommodations invoices for contractors/sub-contractors.
* Uphold all kind of reservation including credit facility availed contractors/sub-contractors and private walk-in guests.
* Build, deploy and proof check over 100 reports (*internal and external*) on monthly basis.

HR

* Organized payroll for over 200+ employees, distribute salaries/salary slips and prepared time sheet.
* Tracked and deduct all advances and other special payroll deductions.
* Organised action/request form for staff related to annual leaves, causal leaves, resignation, termination, transfer, special allowances, change in role/promotion letters etc.
* Organized various HR related letters/applications for staff such as salary increment, retention amount refund, compliance, absence, lateness, health, discipline and grievance etc.

HSE

* Set up monthly HSE report summary to head office in absence of HSEO.
* Organized various tool box talks, journey plans and journey authorizations in line with HSEO.
* Successfully participate in meeting and seminars apprehended regarding various health and safety issues.
* Record minute of meetings in relation with HSE rules/regulations, management issues and general topics.

Training and Courses

* On job training including health & safety environment courses IND (HSE *Induction*), DHR, IFR and ORT-H.
* On job basic demonstrational training for food handling and hygiene, basic first aid, FW (*fire*), LFS (*basic leadership for tools & skills*) in sultanate of Oman.
* H2S awareness/escape and assembly line training in case of emergency including exit plan.
* PDO basic rules and regulation training/demonstration course.

Professional Achievement

* Developed methods to construct bridge between staff and management, answerable for all code of conducts, HR strategy and other disciplinary activities to be followed efficiently time to time.
* Successfully compiled, proof read and record minute of meetings and then supplement valuable implication to line manager related to reservation, HSE, HR strategies which further **increased the profits of the company up to 30% per year***.*
* **Delivered a suite of guidelines** for companies’ contractors in line with reservations policies, code of conduct, house rules/regulations, communication, discipline and grievance.
* Successfully analyse the 200+ staff headcount of different department and determine where cost savings can be made. As a result of a compound process I have effectively achieved a **head count reduction of 20%**.
* Effectively accumulate expense report using in-house system that improved efficiency and **saved costs by 2% per annum**.
* Compiled and **maintained a mailing list of 5000 contractors/customers**, the company record ever.
* Successfully developed new policies and retention strategy to raise the awareness in contractors hence **targeting 1500 plus man days all year round** that leads to full board occupancy campaign up to **94% to 98%** constantly.
* Developed brand catering image with newly set of choices and programs that increased standard/quality of food level and **create a brand awareness by 15% and gained 20+ more clients/contractor each year**.
* Implemented an absence policy resulting in a reduction in sickness of the staff thus **decrease the absence level from 10% to less than 2% in a year period**.
* **Cut office supply costs by $1000 per quarter** by consolidated ordering to eliminate more requests and with established ordering control points to ensure orders were processed efficiently.
* Excelled to minimize the loss by thoughtful negotiation with clients in relation to their financial concerns, which able to **decrease the negative metrics of the company on an average by 7% to 10% per quarter**.
* **Delivered 95% uptime for customers** through regulating various maintenance and service related issues by deployment of skilled people who have rich field experience hence attained **90 % high customers delight rating**.
* Aided various level of administrative/sectorial/social management/HR/HSE title roles in catering operations of (PAC & MAC) and ranked **among top administrator** of the company.
* **Certificate of appraisal** for 12 years LTI free (AA Group of companies, Oman).

**Office administrator/telemarketing executive** (Sept-2011 – March-2012)

The Radius Hospitality Concepts,

The Orchid Hotel (5 Star) (Kamat Group), Andheri (Mumbai)

* Engaged in customer service/interaction/teller activities with clients in regards to confirmations, queries and sale of diverse value packages for the hotel.
* Shaping team briefing/meetings in line with manager for upcoming launched programmes and hotel packages.
* Organized monthly individual report, group report and accumulated sales report.
* Successfully engaged in launching attractive hotel packages and services to clients by selling dining plus and Orchid hotel membership packages that **increase overall sales of the hotel up to 20% per quarter**.
* Successfully renewing old clients by the process called (*Renewals*) which able to **recover lost market share and generates revenue by 10%**.

**Sales Executive cum Back Office Assistant** (Dec-2009 – March-2011)

Resources and Beyond,

Event Management Company, Malad (Mumbai)

* Uphold correspondence, daily/monthly advancement report, quotation filing, billing and sales report etc.
* Compiled and **maintained a mailing list of 3600 vendors/contractors** list.
* Met with individuals, special interest groups, societies and others on behalf of executives and manager.
* Accomplished **40+ clients** per quarter by successful on table negotiation with clients in relation to their upcoming events.
* Successfully **increase the sales by 30%** per year by selling (*event management bible*) vendor database directory to clients.
* Successfully selected as event leader for an organized group event with **20+ clients**.

**Sales Executive cum Back Office Assistant** (Nov-2007 – Nov-2009)

Shiva Developers, Andheri (Mumbai)

* Performed day-to-day administrative tasks such as monitoring office supplies/preparing sales report/organizing regional team meetings on and off-site.
* Organized financial statements, memos, vouchers, letters, operational reports etc.
* Successfully meet clients in relation to buying and selling of properties and hence **targeting 500 to 1000 clients per quarter**.
* Consistently triggered revenue growth, **generating 20% sales growth for 2 consecutive years**.
* Successfully out calling the interested clients for sale and further coordinates with the projects manager by providing timely updates on all customer related issues/activities.

**Export Executive (Documentation)** (Sep-2005 – Sep-2007)

Ambika Overseas, Hand Tools Export House, Jalandhar City

Excise documentation

* Uphold all physical RG registers including (RG23A part I & II, RG23C part I & II *and daily stock register*).
* Uphold all excise related correspondence/letters to custom clearance house, excise office and excise commissioner ate office.
* Compiled and filed monthly stock statement and central excise return.

Rebate documentation

* Under DEPB scheme preparing rebate claim and under U.T (*undertaking*) scheme preparing Annexure-19 and Annexure-63.
* Uphold all physical rebate claim scheme registers.

Export documentation

* Controlled and execute all export excise invoices related to export.
* Structured export related supporting documents A.R.E. 1 export proof, export declarations & shipping instructions.

Service Tax Documentation

* Compiled reports related to service tax return (*category of GTA & commission*), T.R 6 and GAR-7 forms of service tax & refund of service tax.

EDUCATION

* S.D College, Bachelor of Arts, First Class April-2002

Kurukshetra University (K.U.K)

ADDITIONAL QUALIFICATION AND TRANING

* Certified in Microsoft Office Suite (*Excel/Word/Outlook/PowerPoint*), tally, C programming and internet operations.
* Certified in advance excel first level training and office automation.
* Certified in designing/editing software (*Adobe Photoshop & Adobe Premiere*).
* Vocational course in Management (*office management, time management and personality development*).
* Vocational course in Legal Word Processing, Export and Excise.
* Vocational course in typing with speed of 40 wpm.
* Languages acknowledged fluent English, Hindi, Punjabi and conversational basic Arabic.