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# NAIM

# [NAIM.337129@2freemail.com](mailto:NAIM.337129@2freemail.com)

**Objectives:**

Seeking a Job that will explore and utilize my Knowledge, Skills and Abilities, which would allow me to share my experience and learn more. To Develop and become a better and more mature individual with good career prospects.

**Personal Information:**

**Date of Birth:**   **16th August, 1984**

**Marital Status: Single**

**Sex: Male**

**Age: 31 Years**

**Nationality: Indian**

**Language Known: English, Hindi, Urdu (Reading, Writing & Speaking)**

**Visa Details: Hotel Employment Visa**

**Hotel Industrial Training:**

* Completed my Industrial Training from **Courtyard By Marriott** (Gurgaon) of five month in all major department like Kitchen, Food & Beverage, House Keeping, Front Office and H.R with the rating of **EXECLENT** trainee among my batch.
* Completed my Vocational Training form **Trident Hotel** a group of **Oberoi Hotel** (Agra)

**Working Experience:**

**Somewhere Group of Hotels 4\***

**DIVISION: Food & Beverage Department**

**CONCEPT : Causal Dining & Room Dining**

**LOCATION : AL-Barsha Heights (Dubai UAE)**

**DESIGNATION: Food & Beverage Associate (From 24 April – Till date)**

* Waiter ( Acting Captain ).
* Responsible for smoother functioning of Restaurant & Room services.
* Interacting with customers and understanding their requirement.
* Making individual daily targets.
* Checking the Sale report entering the data into system & mailing to Manager.
* Maintaining store request
* Checking incoming & outgoing stock.
* Multinational Customer Base.
* Daily interacting with F&B Manager
* Managed customer complaints and feedback for constant improvements

**McDonalds Family Restaurant**

**DIVISION: Restaurant Operations**

**CONCEPT : Dine In, Take Away & Mc Delivery**

**LOCATION : Delhi, India.**

**DESIGNATION: 2nd Assistant Manager**

* Responsible for smoother functioning of the store.
* Interacting with customers and understanding their requirement.
* Making individual daily & monthly targets for each sale executive.
* Giving products knowledge to staff.
* Checking incoming & outgoing stock.
* Entering stock into system.
* Multinational Customer Base.
* Daily interacting with Store managers, Operation heads in the HO for new promotions, New stock.
* Motivating the sales staff & working on their productivity.
* Giving them training on their weak points & increasing the productivity.
* Managed customer complaints and feedback for constant improvements

**Zuhor Group**

**DIVISION: Zaroob Restaurant Operations**

**CONCEPT : Dine In & Take Away**

**LOCATION : Global Village UAE.**

**DESIGNATION: Cashier (19 Nov 2015 –Till Date)**

* Responsible for smoother functioning of the store.
* Interacting with customers and understanding their requirement.
* Making individual daily & monthly targets for each sale executive.
* Checking the Sale report & Entering into the system
* Checking incoming & outgoing stock.
* Entering stock into system.
* Multinational Customer Base.
* Daily interacting with Brand managers.
* Motivating the sales staff & working on their productivity.
* Giving them training on their weak points & increasing the productivity.
* Managed customer complaints and feedback for constant improvements

**Area Of Interest:**

* Fast Food & Beverage
* Customer Service

**Achievements & Awards:**

* Winner of the McDonalds prestigious award ‘The Golden Hat ‘for the Best Manager among my batch.
* Winner in Annual Fest – ‘Chef De Potage’ at BBD University – Lucknow, India.
* Winner of the Amity Annual Event ‘ Samanway Snap Deal’
* Winner of Dominos Junior Pizza making competition**.**

**Educational Background:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name of School | **Board/University** | **Period** | **Class/Grade** |
| **From To** |
| **Amity School of Hospitality, Lucknow** | **Amity University** | **2010 2013** | **First Class** |

## **Additional Qualification:**

Basic Course in Computer Application well versed with MS-Word, Excel, PowerPoint, etc;

**Skills:**

* Consistent
* Hard working
* Result Oriented
* Optimistic
* Exemplary organizational and communication skills.
* Exceptional Interpersonal Skills.
* Analytical Reasoning and Data Analysis skills.

**Trainings attended:**

* Shift Management Excellence Course – **McDonalds**.
* Advance Shift Management Course – **McDonalds.**
* Effective Management Practice Course – **McDonalds.**

**Courses Included trainings on the below:**

* Retail selling skills
* Interpersonal skills
* Team Building
* Various Product Trainings
* Customer Complaint Handling
* Advanced Customer Service Training
* Inventory Management
* Scheduling Management
* Food & Safety Management
* Planning Daily Maintenance