**VISHAL**



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# CAREER OBJECTIVE

Applying years of multiple business experience, combined with proven I.T. expertise in building a dynamic and successful career in the field of ***Hospitality and Retail***.

# EDUCATION

**Heriot Watt University, London branch (West London College)**

Pre Masters in Business Administration (MBA), Jan 2008-Aug 2009

Modules: Project Management, Consumer Behaviour (Merit Pass), Organisation Behaviour, Finance, Negotiation, Finance, Accountancy (Exemption), Strategic Planning and Marketing

## Middlesex University, Hendon- North London

BA Hons in Accounting and Finance (2004-2007)

Result: 2.1 (merit degree)

**Indian High School, Dubai**

CBSE Delhi Board (12th grade): 84%

# LANGUAGES

**Hindi–** Mother Tongue

**English –** Excellent reading, writing and speaking

**Arabic-** basic and reading.

# SPECIALIZED SKILLS

* Distribution Management
* Food Production, Packing and Storage
* Vendor, Staff and Customer Relations
* Financial management and Budgeting
* Inventory Control
* Cost Control
* Franchising
* Training & Leadership

# PROFESSIONAL EXPERIENCE

**OPERATIONS MANAGER - TIBBS FRANKIE (JULY 2010 - PRESENT)**

Tibbs Frankie is one of India's fastest growing fast food franchise, with more than 400 outlets in India, and it is listed in the top 10 most valuable franchise's in Asia.

Role Details

After receiving rigorous 4 month training in Mumbai, I was handed with the task of opening the first Tibbs Frankie branch outside India. That comprised of opening the outlet, recruitment, licensing and handling operations. I was then a direct link between the master Franchisor in India and the store in Dubai.

Responsibilities

* Took responsibility for the business performance of the restaurant;
* Analyse and plan restaurant sales levels and profitability;
* Organise marketing activities, such as promotional events and discount schemes;
* Prepare reports at the end of the shift/week, including staff control, food control and sales;
* Create and execute plans for department sales, profit and staff development;
* Set budgets or agree them with senior management;
* Plan and coordinate menus;
* Coordinate the operation of the restaurant during scheduled shifts;
* Recruit, train, manage and motivate staff;
* Respond to customer queries and complaints;
* Purchasing;
* Maintain high standards of quality control, hygiene, and health and safety;
* Check stock levels, order supplies and prepare cash drawers and petty cash.

Key Achievements

* Brought the Tibbs Frankie franchise outside India for the 1st time.
* Played a key role in the expansion of this division, with new outlets opening in JLT and DIFC.
* Maintained the outlet at an 80% and above rating in accordance with the Dubai Municipality.
* Delivered excellent customer and food quality, achieving a 3.9 rating in Zomato.
* Was solely responsible for the training and development of staff, along with performance management.
* Monitored the production of all stock using FMC (Fidelio Material Control) system.
* Introduced Management Information Systems (MIS) that would help the company in the long term.
* Reviewed more than 1500 recipes with the Managing Partners in order to keep the menu fresh and innovative.
* Streamlined ERP (Enterprise Resource Planning) systems in my contractual time frame to achieve positive results.

**ADMINISTRATION MANAGER - KARAMA CORNER LLC. (JUNE 2009 - JUNE 2010)**

Karama Corner LLC is a general trading company which was formed in 1995 and has developed a reputation of working with a personalised touch and high level of efficiency till date. The trading division is mainly involved in the export/import of food commodities (Rice, Sugar, Oil) to retailers, distributors and wholesalers within GCC and Africa region. The company specializes in creating its own brand and has successfully maintained their position within the general trading market over the last 20 years.

Role Details

Headed and managed the administrative department of the trading division of the company. Maintaining awareness of market trends, initiating changes to improve business, responding to customer complaints and managing stock levels were some of my basic duties. Was also heavily involved in the company's recruitment and management.

Responsibilities

* Plan and coordinate administrative procedures and systems and devise ways to streamline processes
* Recruit and train personnel and allocate responsibilities and office space
* Assess staff performance and provide coaching and guidance to ensure maximum efficiency
* Ensure the smooth and adequate flow of information within the company to facilitate other business operations
* Manage schedules and deadlines
* Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
* Monitor costs and expenses to assist in budget preparation
* Oversee facilities services, maintenance activities and tradespersons (e.g electricians)
* Organize and supervise other office activities (recycling, renovations, event planning etc.)
* Ensure operations adhere to policies and regulations
* Keep abreast with all organizational changes and business developments

Key Achievements

* Introduced the idea of obtaining and implementing Letters of Credit (LC’s) from the U.A.E. banks for the purpose of trading.
* Developed a strong working relationship with the suppliers all around India and Pakistan.
* Thorough with the activities in the Dubai Economic Department, Dubai Labour and Immigration Department.
* Complete knowledge of registering a new product with the Dubai Municipality and Food division.
* Had a key role in the organizational development and managed all aspects of employee relations.
* Maintained stock levels with the use of the FMC (Fidelio Materials Control) system.
* Shifted the basic approach of B2C (Business to Consumer/Community) to B2B (Business to Business) and achieved greater success.

**Senior Manager - Radnor Hotel, London (FEB 2006 – MAY 2009)**

Radnor Hotel is a traditional 3\* English Hotel situated in the heart of central London. With 21 rooms, it is one of the most economical hotels in the area with an annual revenue of approx. 2m GBP

Role Details

Directed the staff of Radnor Hotel and built energized sales channels while creating a specialized system of managing hotel reservations and increasing hotel reputation.

Key Achievements

* Achieved great success in converting a 2\* hotel into a reputed 3\* within 1 year of taking control.
* Identified and corrected efficiency bottlenecks, which led to increased profit and resulted in constructing 4 additional rooms without the need of introducing additional finance.
* Built an excellent framework and relationship with a handful of leading travel agencies in Europe (eg. GTA, BSP etc.)
* Received bonus in the form of 40% of my MBA tuition fees.
* Kept the hotel at 70% capacity throughout the year.

**Administrator - MEPCO recruitment agency, London (April 2005 – Feb 2006)**

MEPCO is one of the well known recruitment agencies in London, UK specialising in providing staff with work permits to the service industry.

Role Details

Managed aspects of the scheduling and development of the CV’s of the variable candidates, and coordinated assessment, registration, and interviewing activities of the same.

Key Achievements

* Employee of the Month Nov. 2005
* Conducted individual help sessions for candidates coming to the UK from other countries for the first time and providing assistance in the form of travel information and lodging.

**Assistant Store Manager - Bargain Booze, London (July 2004 – April 2005)**

Bargain Booze is one of the leading franchises in North England, dealing in general grocery products and discounted alcohol and non alcoholic beverages.

### Role Details

Managed store inventory and cash intake. Was also responsible for salary distribution and store maintenance.

### Key Achievements

* Was involved in bringing the Bargain Booze franchise in London for the 1st time ever.
* Also helped in converting a general news store into a fashionable retail outlet with layout plans and also manual labour.
* Helped a small town store become a direct competitor for large supermarket companies like Asda and Tesco.

# OTHER ACHIEVEMENTS

* Never let my extensive work schedule affect my studies and vice versa.
* Started working at an early age of 18 and have always been involved in high profile jobs.
* Built a reputation of exceeding expectations and delivering amazing results.
* Open minded approach and high level of adaptability to adjust in any type of working environment.
* Extensive knowledge of all roads in Dubai and Abu Dhabi.
* Developing and maintaining strong relationship with the company staff.
* Strong sense of financial control and budgeting.