Curriculum Vitae

YASIN

**VISA STATUS – VISIT VISA**

**Career objective:**

A **Self motivator professional with proven track record of 14 plus** years in Restaurant Operations in India & UAE. My expertise are long term and sort term **business planning**, **strategic thinking** to achieve business goals.

Strong follower of excellent guest service and team work. A coach for the team to motivate and facilitate Knowledge and skills.

# Industry Experience

1. **Tim Horton's Cafe and Restaurant Location: Dubai Outlet Mall, Dubai Designation: Team Leader/ Store In Charge Duration: November 2011 – September 2018 Key Results:**

**Key Skills**

* Retail Store Operations
* P&L Management
* Budgeting & Cost Controls
* Shrink Reduction/Loss Control
* Customer Service Excellence
* Teambuilding/Training/ Supervision/Hiring
* Quality Control
* Inventory Management
* Merchandising Strategies

**Details**

* **Date of Birth**
* 06-07-1981
* **Nationality:** Indian
* Monitoring daily expenses and revenues and ordering supply as needed.
* Managing day to day operation of the cafe.
* Training employs on drink preparation and proper use of coffee equipment.
* Advice stopped on the based ways to resolve issue with client and deliver excellent customer service.
* Delivered an average 27% of Food cost.
* Ensure all cafe area are clean and tidy.
* Scored TOP in mystery shopper audit (100%)
* Trained new Trainee in all sections

1. **Jelly Belly Ice-cream Shop Location: Dubai Downtown, Dubai Mall Designation: Supervisor**

**Duration: November 2018 – April 2019**

# Key Results:

* + Responsible for shift scheduled include work station assignment
  + Ability to lead a team
  + Handling customer question, complaints and issues
  + Maintains inventory and ensure item are in stock
  + Maintains the temperature and log for all checklist book and store cleanliness
  + All products are well stocked and easy to reach
  + Implemented new process such as a cash handling process

# Cinnabon Bakery

## Location: Bandra west, Mumbai INDIA Designation: Sr. Crew Member

**Academic Qualifications**

* Bachelor of Arts in year 2005
* Higher Secondary in year 2002
* Secondary School in year 2000.

**Other Qualifications**

* Indian Technical Education Society Mumbai.

(Diploma Computer Programming & Software Application). In year 2002.

**BRAND CERTIFICATION**

*Dubai Govt*. HACCP, PIC LEVEL-2

**Duration: September 2010 – August 2011**

**Academic Qualifications**

• Bachelor of Arts in year 2005

• Higher Secondary in year 2002

• Secondary School in year 2000.

**Other Qualifications**

• Indian Technical Education Society Mumbai.

(Diploma Computer Programming & Software Application). In year 2002.

**BRAND CERTIFICATION**

*Dubai Govt*. HACCP, PIC LEVEL-2

# Key Results:

* Up selling and suggestive selling
* Maintaining daily consumption report and register report
* Cash handling , Customer service
* Maintaining the temperature log for all product
* Maintain inventory and ensure items are in stock
* Requesting food and beverage for the store required

# Sport goods shop

## Location: Borivali west, Mumbai INDIA Designation: Supervisor

**Duration: June 2007 – August 2010**

# Key Results:

* Manage retail staff, including cashiers and people working on the floor.
* Maintain inventory and ensure items are in stock.
* Handle customer questions, complaints, and issues.
* Maintain store's cleanliness and health and safety measures
* Ensure that all products are well stocked and are easy to reach
* Implemented new process such as Cash Handling process, Uniform policy with coordination of HR Head
* Responsible for shift schedule to include work station assignments/rotations, employee training, employee
* Breaks, overtime assignment, back-up for absent employees, and shift rotations.

Personal Contact : [yasin-396855@2freemail.com](mailto:yasin-396855@2freemail.com)

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686

# Extra Curricular Activities :

* Self-confidence, Hard worker, Honest and patient
* Team management, leadership &amp; team player
* Possess good communication, interpersonal and coordinating
* Effective management delivering profit center profitability
* Sensitivity to customers, good relationship skills

I do hereby certify that the above particulars furnished are true and accurate.

## Yasin