**First Name of Application CV No 556266**

Whatsapp Mobile: +971504753686



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## CAREER OBJECTIVE

A self-managed and result-oriented Operations and Administration Manager with 3 years of experience in ***Operations, Administration, Customer Relation, Service Management Performance evaluation, Documentation, Procurement and Purchase.*** Experienced in managing a good team and contributed a good role as a team player as well as individually in the success of previous employer. Proven ability to identify business opportunities and provide the management and technical expertise to my team to achieve the stability and saturation Stage.

Strategic manager with strong interpersonal, communication, problem solving and decision making skills. Ability to establish and maintain strong alliances; lead and motivate teams; drive projects to successful completion convey complex technical requirements/data; exceed customer expectations and achieve fiscal bottom-line results.

##### PROFESSIONAL EXPERIENCE

**ZAITOON GROUP- Chennai-India** **2013 - 2015**

Operations and Administration Executive

Zaitoon Group is well known for Hospitality in South India Mainly focused on Hotels and Restaurants and over 7 outlets widely located across South India.

**SELECTED ACCOMPLISHMENTS**

* Successfully managed an outlet and over 75 staffs.
* Increased market share and customer base by providing excellent service with good customer feedback
* Played a key role in placing the group in top 10 list published by Zomato.
* Reduced wastage by introducing Just In Time Production method.
* Increased revenue and increased profit share by reducing cost through reducing wastage

***Report to the Branch Manager with full accountabilities for the following areas:***

**ADMINISTRATION**

* Manage the entire crew and motivate them for creating smooth path for the operations.
* Ensures proper document classification, sorting, filing and proper archiving related to the daily operations like purchase, sales, miscellaneous, and expenses.
* Proper delivery of financial details to the accounts department.
* Working capital management and payment controlling.
* Coordinating service crew and operations crew.
* Communicating with central office in regards with branch operations and accounts.

**Continues…**

**OPERATIONS MANAGEMENT**

* Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
* Manage and increase the effectiveness and efficiency of Support Services (Production, Purchase and Service), through improvements to each function as well as coordination and communication between support and business functions of the branch.
* Supervise and coach Production supervisors, service manager, front desk crew on a weekly basis.
* Ensuring goods availability and material flow

**EDUCATIONAL CAREER**

* **MASTER OF BUSINESS ADMINISTRATION-**[2012-14]

SRM University Chennai-India

Specialization: **Operations and Logistics Management**

**Marketing Management**

* **BACHELOR OF COMPUTER APLLICATION**-[2009-2012]

MADRAS University Chennai-India

Specialization: **Computer Programming**

**ACADEMIC PROJECTS AND RESEARCH STUDIES**

**Quality Management Study at Pee Kay Steel Castings Pvt. Ltd Kerala- India**

* Study was conducted to know the employees awareness about quality and applications of quality concept in Pee Key Steels.
* Study was done by collecting information from 250 employees from the company.
* Conclusion: labors have lack of knowledge about quality and quality concepts.

##### Organizational Study at Parisons Pvt. Ltd Kerala- India

* Structural and functional study done about various department of Parisons Pvt. Ltd.
* Understood the basic functions and role of different department of Parisons.
* Done a SWOT analysis and point out the strength, weakness, opportunity and threat.

**Developed a Hotel Management Interface**

* Designed unique a hotel operations front end using Visual Basic.
* Built a strong back end data base using oracle.
* Overall it was a good system to help hotel operations with user friendly front end design and strong data base power.

**Continues…**

**COMPUTER SKILLS & OTHER TECHNICAL TRAINING**

* Microsoft Office.
* C Language.
* C+ +.
* Visual Basic-6.0.

**LANGUAGE PROFICIENCY**

* English.
* Hindi.
* Malyalam.
* Tamil.

**INTERPERSONAL SKILLS**

* Strong managerial skills.
* Decision making skills.
* Problem solving skills.
* Organizing skills.
* Communication skills.
* Self empowerment.

**PERSONAL DATA**

Date of Birth : 11-MAY-1992

Sex : Male

Nationality : Indian

Marital Status : Single