.com

**PROFESSIONAL SYNOPSIS:**

Over 11 years plus Global experience in the Hospitality Industry with below Key Roles:

* BUSINESS DEVELOPMENT
* OPERATIONS & SOP
* SALES & MARKETING
* TRAINING
* PROJECTS
* COST CONTROL

**EDUCATIONAL QUALIFICATION:**

* Three year Diploma Graduate in Hotel Management from **“Institute of Hotel Management Catering Technology and Applied Nutrition”, Gwalior**. (Under National Council for Hotel Management Pusa, New Delhi). **(1998-2001).**
* Passed H.S.C in Science stream **(1998).**
* Passed S.S.C in Science stream **(1996).**

**WORK HISTORY :**

* **Mashreq Bank, Dubai**

**Feb, 2015 to till date.**

* Expertise in designing & implementing SOP (Standard Operating Procedures), training programs for bringing keen customer focus, high energy level and team spirit in the employees
* Continuously work to improve systems and use of technology for improvement of working environment. Any new technology introduced to aid Teams work
continuously work to improve Customer Satisfaction level. CSI Scores Reduced Customer Concern
* **PAN INDIA FOODS PVT. LTD. &**

**Senior Operation Manager**

**1st March, 2010 to 10th Aug, 2010 (Pind Balluchi- Delhi)**

**13th Aug, 2010 to 25th Jan. (Pan India Foods Pvt. Ltd.)**

**JOB RESPONSBLITY**

* Responsible for the Growth, Pre-Opening, Operational Direction & Business Development of the following Brands in Mumbai & Pune.
**Full Service Restaurants** -
\* Copper Chimney - North Indian Culinary Landmark

\* Pind Balluchi- North Indian Culinary Landmark
\* Bombay Blue - A Multi Cuisine Lifestyle Restaurant
\* Noodle Bar - Authentic Chinese Restaurant
\* Spaghetti Kitchen - Italian Casual Chic Restaurant
 **QSR/CSR/ Kiosk** -
\* Gelato Italiano - Low Fat Italian Ice Cream Parlor
\* Coffee Bean & Tea Leaf- Café
\* Bombay Blue /Noodle Bar Express Counters.

* Planning, supervising and managing the entire food and beverages operations, resource planning, and maintenance of inventory levels for smooth functioning of all departments..
* Structuring Hospitality deals in terms of Financial Planning, Demand and Supply analysis, working out mixed developments to optimize fund flows, Debt free strategy for the project in minimum payback period, Projections of cash flows and project reports to support business Finance, Structuring Business Plans, Close track and updated with industry happenings...
* Expertise in designing & implementing SOP (Standard Operating Procedures), training programs for bringing keen customer focus, high energy level and team spirit in the employees. Excellent written, communication, interpersonal, liaison and problem solving skills.
* Developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit.
* A consistent performer with chronicle of success in increasing revenues and streamlining workflow.
* Significant knowledge in the areas of Restaurant operations, Cold chain management, Warehouse management and Bulk food related procurement.
* Identifying Potential area/locality and then new sites for New Store Opening. Thus improving the market share in his territory of work. New Store Days Budget achievement.
* Devising strategy for growth of critical stores and help SM/DM to implement it.
* Meeting Top line & Bottom-line target set according to Budgets. Profit & loss statement fostering an atmosphere conducive to working in stores, an atmosphere of discipline, growth & Fun.
* Effectively implementing New Product or Promotion Rollout within the system.
* GRAND CONTINENTAL HOTEL, Abu Dhabi(UAE )

 Restaurant General Manager

 November 2007 till to 1st Feb, 2010

 JOB RESPONSBLITY

* Menu planning
* In House Promotion
* Budgeting, Cost Control, Payroll, General Accounting
* P & L statement
* Managing Daily Operation.
* **(I was suffering from a Serious Leg Injuries- July2006 to September-2007)**
* RADISSON NEW WORLD, SHANGHAI (CHINA)

 **ASST. RESTURANT MANAGER**

 **27th June 2004 to 27th June 2006**

* **TAJ PALACE HOTEL, NEW DELHI (INDIA)**

 **F& B SUPERVISOR**

**15th Dec. 2003 to 1st June 2004.**

* **ITC GRAND MARATHA SHERATON, MUMBAI**

 **TRANIEE CAPTAIN**

 **1st Dec, 2001 to30th Nov, 2003**.

* TRAININGS PROGRAMS& PROJECTS

TAJ PLACE, NEW DELHI (INDIA)

* Undergone 22 weeks Industrial training from “TAJ PLACE”

FARIYAS HOLIDAY RESORT, LONAVLA (PUNE)

* Undergone 3 months Vocational training from “FARIYAS”

**PROFESSIONAL ACHIEVEMENTS**:

* On April 2003, Nominated for the month of **Best Employee** in **“TAJ PALACE HOTEL” New Delhi.**
* On 2011-2012 **Times Food Award** Received for **“BEST ITALIAN RESTAURANT”**

**PERSONAL INFORMATION:**

**Nationality** **: Indian**

**Marital Status** **:** **Married**

**Height** **:** **5ft 10inch Weight : 91 kg**

**Language** **:** **Hindi, English & Chinese (Mandarin)**

**Interest :** **Music, Sports (cricket & football) and Traveling.**



**Gulfjobseeker.com CV No:** **1481256**