

RAHMATULLAH

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To obtain a senior position within management that will further develop my strong leadership and organizational skills

Preface:

Result oriented & High Performance Management professional, with outstanding 14 years of experience in all phases of business operations such as multi location Operational headlining, programming of schedules, Project Executions, HR & Admin Executive Assistance, Events Management in hospitality, Entertainment & Retail industry. An enterprising leader seeks to leverage experience and business acumen as well as learn from accomplished peers, while continuing to work in the industry

EMPLOYMENT SCAN:

Contractual work Associated with Supply Centre Pty Ltd is of a (Multi cultural & Versatile industrious company) which is Situated in Indian Ocean SEYCHELLES

AS HR & ADMIN OFFICER, HEALTH & SAFETY COORDINATOR SINCE MAR 2023 TO MAR 2025

JOB Summary

2 Years

A diverse, multidisciplinary position, with a high valued Administration service emphasis, where the primary objective is to manage, Administration and Human Resources, Operations Manager continues to improve portfolio towards objective of Organization, parallel To the project of FSMS – ISO 22000:2018 coordination.

- Direct the organization's & food safety, quality management program, ensure compliance with legislation as per Seychelles acts.
- Plan, organize, direct, control and evaluate the operations of human resources personnel departments & company administration.
- Plan human resource requirements in conjunction with other departmental managers, coordinate internal and external training and recruitment activities
- Develop and implement labor relations policies and procedures and negotiate collective agreements.
- Administer employee development, language training and health and safety programs to the required level.
- Advise and assist other departmental heads, on interpretation and administration of personnel policies and programs oversee the classification and rating of occupations.
- Organize and conduct employee information meetings on employment policy, benefits and compensation and participate actively on various joint committees according to the Seychelles law & various Common Wealth Nationalities.
- Performs debriefing meetings at the end of an internal audit which are dealt with business administration, health & safety, FSMS.
- Plans the audits and make effective use of resources during the audits of occupational health & food safety with clients & vendors
- Assist Quality Compliance leader in training employees on National and International Standards and Regulations, Corporate, and Facility Policies and Procedures
- Apply administrative skills to track QA lab, pest, and wastage, oversees metrics to be in line with bottom line as per standards of organizational expectancy.
- Oversee internal QA audits across all business units, monitor and evaluate pest control measures and adjust strategies as needed.
- Ensure compliance with regulatory norms for restaurants, ensure compliance with temperature-controlled devices and transport facilities, preventing food from being exposed to the danger zone.
- Monitor chemical usage and ensure the chemical consumption data is captured and usage at the outlet is controlled.

- Compile the QA data for the monthly, quarterly, half & yearly review.
 - Create appropriate CAPA (Corrective and Preventive Actions) for client & vendor complaints and ensure effective implementation of preventive actions.
 - Perform the outer island QA measure & methods as per need to maintain, develop and execute training programs that align with the company's quality and food safety objectives on monthly basis.
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**Associated with cinemas Ltd (Service Industry), Telangana Unit, India
As Operations Manager, since Jan 2017 to Feb 2023**

JOB Summary

6 Years 1 Month

A diverse, multidisciplinary position, with a high customer service emphasis, where the primary objective is to manage, expand and continue to improve business/Operational portfolio

- Plan, organize, direct, control and evaluate the operations of a restaurant, bar, cafeteria or other food or beverage service
 - Determine type of services to be offered and implement operational procedures
 - Recruit staff and oversee staff training
 - Set staff work schedules and monitor staff performance
 - Control inventory, monitor revenues and modify procedures and prices
 - Resolve customer complaints and ensure health and safety regulations are followed
 - Negotiate arrangements with suppliers for food and other supplies
 - Negotiate arrangements with clients for catering or use of facilities for banquets or receptions.
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**Associated with Pasads SP Entertainment LLP, Vijayawada, India
As Duty Manager, from Oct 2015 to Jan 2017**

JOB Summary

1 Years 4 Months

Responsible to develop and implement the business plan in day-to-day business for the entire multiplex operation and to project **Capital Cinemas** as a successful brand to all external customers and assess, evaluates and meets the short and long-term goals of the Multiplex business. Ensure its success in the areas of strategic plans, marketing plans, budget, profit & loss, ensure optimum guest satisfaction with loyalty, Compliance, Systems and Controls, F&B, Ticketing & Tele sales, People Development, MIS Reports.

GENERAL - Oversees and directs the personnel function of the Multiplex including recruitment, orientation, training, wage and salary administration, performance appraisals and succession planning, customer loyalty and Organizing events, promotions etc.

LEGAL ASPECTS - (Licensing requirements for Multiplex Cinema), **COMMERCIAL** - Taxation (VAT, Entertainment, Excise, Service).

**Associated work with Hotel Midcity. As a Manager on Duty of to a business unit of Sri Venkateswara group. from the period of
Dec 2012 to Oct 2015**

JOB Summary

2 Years 9 Months

Instrumental in developing the service into full-scale full-service front office operations. I advanced quickly through the management ranks. I excelled in supervising every area of the operation and the company used my expertise in improving under-performing operations. I believed strongly in the company standards of Quality, Value and Service and also ensured that each operation I supervised achieved and exceeded those standards.

- Assisted the restaurant Manager in the running of the restaurant and direct responsibility for a team of twelve people working within the department.
- Assisted the promotions team with the display of new products, assisted the restaurant Manager with the scheduling of staff holidays and the implementation of new sales targets.
- Responsible for opening and closing operations day to day basis and reconciliation of all financial transactions at the end of each day.
- Provided direction to the staff within my team, completing performance assessments, providing constructive feedback and resolving tensions, managed the banquet including the supervision of fifteen employees, generated increased business through commitment to customer needs.
- Developed an excellent reputation through excellent service and guaranteed customer satisfaction and devised an effective advertising

campaign, gaining an 09% increase in business. Responsible for the selection of menus and fine dine with the ambiance of the restaurant, hiring and training of quality staff dedicated to meeting customer needs. Made effective use of customer feedback, drawing on suggestions using customer feedback to make continuous improvements in service levels.

Worked as CRO in Madhu Sudhan Castrol India Ltd, a unit of Castrol India Ltd Vijayawada. (2010-2012)

JOB Summary

2 Years

- Assisted the Manager with the preparation of menus and wine selection, responsible for the scheduling of staff duty rote.
- Responsible for meeting and seating guests, committed to ensuring an excellent level of sales throughout their visit. Created a loyalty scheme, which helped grow the business in the seasons by 10% and manage the reservation

Professional Achievements

- ✓ Successfully set up new properties from project stage to final operational set up
- ✓ As PMP Coordinator Planning, implementing, rectification, operational handover of new project.
- ✓ Controlling & Managing accounts of property with attention to essential criteria of net profit, including sales and Cinema expenditure.
- ✓ Driving the team in handling Branding and space selling at Property Level, handling Liaoning, Repair & Maintenance operations.
- ✓ Essential steps of producing goods dealing with quality control & quality management involves facilitate Supply Chain, directive management.
- ✓ Menu engineering with emphasized formulation & design, Planning, Developing and supervising promotion and advertising projects.
- ✓ Kitchen operations enhances the enlightenment in adequate procurement of goods, store. Ensure contractual and legal agreement actualization in implication.
- ✓ Flexible to fit with spontaneous comply as well heterogeneous in handling probabilities of problem solvency.
- ✓ Cognizant in admitting errors with positive approach for redefine, assessment for enrichment in business. redressal system in quality and qualified proposals.

Education

- MBA - Human Resources & Finance Specialization
- Diploma in Hardware & Networking

Related Courses & Computer Proficiency

- FOSTAC
- HACCP Implementation Training
- ISO 22000:2018 Awareness Training
- Train the trainer.
- First Aid.
- Proficient knowledge of MS Office.
- IT Administrator.
- WOXEN School of Business Certification – One Day MBA

Linguistic Abilities

English, Hindi, Telugu. (All C1 level)

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