

Bivin Kumar

Chennai, Tamil Nadu 600117

bivinkumar9_qm2@indeedemail.com

+91 91765 31986

Management position where I can effectively utilize my expertise in human relations, project management, and staff recruitment and retention management, to obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Work Experience

Regional Manager

Roofvest - Chennai, Tamil Nadu

June 2023 to Present

1. Handling calls to closer
2. Reached monthly targets

Unit supervisor

TAMIMI GLOBAL CO LTD (Controlled by US Army) - KW

February 2021 to Present

Responsibilities:

- Maintain knowledge and ensure compliance with departmental policies and standard service procedures.
- Supervise efficient upkeep of tools through proper usage of equipment and devices.
- Analyze all guest requirements and prepare plans resolve customer care related issues and satisfy guests.
- Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects.
- Manage and administer supply of linen cloths and uniforms to staff members for cleaning rooms and other private suits.
- Perform regular investigation on design and provide all materials and devices to ensure enhancement of better services.
- Assist all room service staff members to work properly and provide maximum facilities to guests to outlet.
- Monitor all phone calls to room service department to ensure timely resolution for same.
- Facilitate procedures to take orders from visitors in systematic way and ensure compliance to all regulations and standards of department.
- Monitor bar set-up maintenance programs, check buffet/reception tables and coffee breaks process plus initiate plans to enhance beauty of hotels.
- Coordinate with various departments and ensure staff set up and supply remain according to departmental standards.
- Monitor and ensure completion of orders, administer all maintenance projects plus communicate with engineering staff for all repairs. Prepare documents and maintain adherence to departmental standards.
- Monitor status of assignments and any follow-up in association with manage plus supervisor in waiting list.

- Overhaul and monitor archives plus check price list of food and drinks inclusive and analyze on food and drinks.
- Inspect food and beverage product preparation programs and maintain goodwill of company.

Senior Team Lead

King Makers Properties Pvt. Ltd - Chennai, Tamil Nadu

July 2020 to Present

Responsibilities:

- Assists clients with property sales and development.
- Hold open house inspections, instructing clients on best practices for selling success and liaising and
- Prospective buyers for property inspections
- Preparation of legal documents including listings and sales contracts.
- Provide legal, economic and market advice to prospective clients.
- Liaise with lenders, home inspectors and prior to contract negotiations.
- Ensuring terms and conditions of agreements are met.
- Maintaining and liaising with clients, building relationships with clients to encourage returning business.
- Coordinate property closings and overseeing document signing.
- Delivered and picked up financial and title documents for clients.
- Carried out telephone marketing.
- General administration duties

JAAG HOTEL. CHENNAI. (1 Year)

Unit Manager

TAMIMI GLOBAL CO LTD (Controlled by US Army) - KW

August 2020 to February 2021

Responsibilities:

- Interview, hire, train & oversee employees.
- Manage the inventory and order food and beverages, equipment, and supplies.
- Oversee food preparation, portion sizes, and the overall presentation of food.
- Inspect supplies, equipment, and work areas.
- Ensure employees comply with health and food safety standards and regulations.
- Investigate and resolve complaints regarding food quality or service.
- Schedule staff hours and assign duties.
- Maintain budgets and payroll records and review financial transactions.
- Establish standards for personnel performance and customer service.

SEENCO CO LTD MALDIVES. (1 year & 7 months)

Designation: Marketing

Responsibilities:

- Responsible for ensuring the accurate completion of associated paperwork including import documentation, which required liaising with full accountability for the safe delivery of customer orders.
- Negotiating terms and setting prices of consumer chocolates and large snack goods product categories while maintaining aware of budgetary constraints.
- Interviewing, recruiting, training and mentoring new buyers into the business.
- Setting budgets and forecasting sales whilst maintaining full P&L accountability.
- Analyzing buying trends and utilizing this for the purposes of determining stock holding.

- Creating and executing highly successful buying and sales promotions.

Manager

SHIVA'S HOTEL & CATERES CHENNAI - Chennai, Tamil Nadu

August 2015 to August 2020

Responsibilities:

- Sale and Purchasing
- Food costing
- Arrange Outdoor Party's for min (1000) people.
- purchasing and manpower

Manager

Trella Lounge - Chennai, Tamil Nadu

May 2018 to June 2020

Maintaining the restaurant's revenue, profitability and quality goals.

Ensure efficient restaurant operation, as well as maintain high production, productivity, quality, and customer-service standards.

- Coordinate daily Front of the House and Back of the House restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality and research new vendors
- Organize and supervise shifts.
- Appraise staff performance and provide feedback to improve productivity.
- Estimate future needs for goods, kitchen utensils and cleaning products.
- Ensure compliance with sanitation and safety regulations.

Manager

ROYAL INDUSTRIAL CATERING SERVICES ORAGADAM

Responsibilities:

- Maintain and obtain profitable operations and high-quality products and services level.
- Manage and oversee the schedule and training of staff.
- Looking into sales, purchase and food costing.
- Enforce and implement effective controls of purchase and expenses.
- Looking into food safety and hygienic when on cooked and service.

Education

Diploma in hospitality

Reach Matrices Sec School

Skills / IT Skills

- TECHNICAL PROFICIENCY:
- C++, Word, Excel, PowerPoint, Internet and Email.
- Hospitality Course in Food & Beverage's
- Serve Safe Course in Food with US ARMY

- (Basic Food Safety)
- (Personal Hygiene)
- (Cross-contamination & Allergens)
- (Time & Temperature)
- (Cleaning & Sanitation)
- Hindi
- English
- Communication skills
- Time management