

# Malik Diop

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 Operations Executive

Highly-motivated change Leader with 16+ years of proven experience in driving operational performance through executive leadership & strategic planning to meet corporate goals. Leverage information technology systems in optimizing process, reducing costs, and improving service delivery quality. Adaptable and resilient, with extensive success in team leadership, training, and mentoring. Excellent PC and Programming tools.

## CORE COMPETENCIES

- Operations Management
- Corporate Growth & Development
- Customer Service Management
- Staff Coordination & Scheduling
- Leadership, Training & Mentoring
- Continuous Process Improvement
- Reporting & Documentation
- Budgeting & Inventory Control
- Creative Decision-making
- Strong Communication Skills
- Problem Solving/Analytical
- Detail-Oriented/Multitasking

*Technical Skills:* Microsoft Office Application, HTML, CSS, JavaScript, Bootstrap, JQuery, GitHub, Node.js, Python, .NET Framework & C#

## CAREER SNAPSHOT

**Improved the team members survey from 50% to 89% the first year** and increased the F&B revenue by 20% compare to forecast with a 45% profit margin.

**Increased the beverage sales by 25%** through daily special, liquor seminars with the Empire Distributions Company. Offered varieties of liquor choices to suit guests needs.

## PROFESSIONAL EXPERIENCE

HILTON TOWERS, ATLANTA, GA

**Director of Restaurants** | September 2016 - February 2020

Took responsibility for directing and organizing the activities and services of Southern Elements restaurant & Bar, In Room dining, and 24 hours Grab & Go marketplace in the hotel's continuing effort. Delivered outstanding guest service and financial profitability.

- Serviced 1242 guest rooms, large convention property with over 70 meeting rooms (129,000 square foot)
- Developed, trained, and motivated 65 team members, 4 managers, and 3 supervisors
- Oversaw Outlets Budgeting, Forecasting, Marketing, J1 Internship Program, and Hotel Renovations.
- Provided wines, liquors, and offices and operating supplies orders.

TRADER VIC'S RESTAURANT HILTON TOWERS, ATLANTA, GA

**General Manager** | December 2014 - September 2016

Managed the day-to-day operation of the dining rooms (250 seats) and the Mai Tai Bar. Handled payrolls, hiring, inventories and purchasing leadership. Developed a business plan to support company initiatives and enhance quality and service, associated costs, employee development, retention strategies and employee productivity benchmarks.

- Established department standards, guidelines and objectives and maintained other administrative processes such as, budget and staffing to ensure proper planning and efficient operation of all food

- venues.
- Worked closely with Marketing Department to create and implement promotions and special events as related to food venues.
- Reviewed/analyzed revenue, cost management, labor, cost of goods as well as other operating expenses through efficient management of products, inventory and warehouse ordering, and identified and implemented cost cutting measures and initiatives.
- Monitored and evaluated all daily departmental activities to achieve the successful day-to-day management of all food venues and related operations.

CHATEAU ELAN HOTEL & RESORT, ATLANTA, GA

**Restaurant Manager** | August 2004 - November 2014

Provided leadership oversights in the day-to-day operation of Versailles, Room Service, Café Elan, L’Auberge & Paddy’s Bars. Processed payrolls, employee recruitment, employee management, food and beverages inventories and purchasing.

- Managed daily operations, opened and closed restaurant, bar and room service.
- Coached and motivated one MIT, two supervisors and 22 associates; hired and trained new staff.
- Handled cash, schedules, payroll, invoices and inventories.

## EDUCATION

UNIVERSITY PARIS 7, FRANCE

**Bachelor Degree in Physics**

GEORGIA PERIMETER COLLEGE, DUNWOODY, GA

**Computer Science**

**Completed Intensive 16 weeks TechBridge Technology Career Program with a jQuery Certification**

**Certified TIPS Trainer**

## CORE COMPETENCIES

- Provide services that are above and beyond for customer satisfaction and retention.
- Implement restaurant renovation & menu design, and exceed overall operational profitability.
- Participate in senior management meetings on financial, operational and ad hoc issues.
- Identify and recommend new concepts for the improvement of the business.
- Establish and enforce maintenance, repair, cleaning and re-stocking schedules.
- Effective organizational maturity to prioritize daily, weekly, monthly and yearly activities.
- Excellent written and verbal communication, presentation, and Interpersonal skills.