

Reeve Jonathan Aranha



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Full UK Driving License

Professional Summary

Experienced hospitality professional with a background in sales and marketing. Focused on customer satisfaction, worked to develop key relations, built strategic partners and managed operations and logistics. Aims to ensure product and process efficiency with data-driven insights and a hands-on problem-solving initiative. Adept at communicating business tasks and performance related insights to team members. Confident at presenting findings to stakeholders and senior management to deliver actionable recommendations. Proven leadership skills within a fast-paced environment and a result driven approach, able to manage employees to achieve ambitious targets for KPIs. An effective team player that looks to bring value to any project. Experienced in public speaking, engaging with customers on a one-to-one basis and B2B/B2C marketing.

Education

Master of Business Administration – University of West London	September 2020 – September 2021
BA (Hons) Hospitality and Tourism Management – University of West London	June 2016 – June 2019
BSc Catering Science and Hotel Management – Bharathiar University	June 2016 – June 2019

Certifications

Google Data Analytics Professional Certificate	October 2021 – December 2021
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Technical skills

MS Office, SQL Server
Asana, Salesforce, Fountain, Jira
HTML5, CSS3, JS, NodeJS
Python, Bash, GitHub
Power BI, Tableau

Soft skills

Customer service
Cold calls and closeouts
Creative writing
Public speaking
Diary planning

Experience

Client Relations Manager – Home Sight UK Ltd – London, United Kingdom	Aug 2022 – till date
<ul style="list-style-type: none">Scheduled and attended meetings with Scheme Managers to present NHS funded domiciliary services to residents and effectively met weekly KPI of clinics bookedExceeded revenue target by 34% for a single clinicReached out to and registered 5,500+ new patients in under a yearServed as the main point of contact for any queries, complaints and requests from clients and followed up with suppliers to ensure SLAs were maintained up to deliveryEngaged in aftercare with patients while coordinating with admin team and vendors to reduce churn rateConducted health talks and presentations at various venues to raise awareness on the importance of eye healthEffectively planned weekly diaries of opticians and dispensers and took charge of their route-planning with emphasis on cost-effective logisticsHandled patient data and medical records to make amendments on a regular basis for accurate reports to be created for all parties involved in the service process	

Operations Supervisor – Just Eat Takeaway.com – London, United Kingdom

Feb 2022 – Aug 2022

- Supervision of the warehouse and a process-oriented approach when implementing daily core operations' tasks
- Scheduled and conducted Performance Management sessions which reduced the 'at risk' employees from 67% to 32% over 3 months
- Responded to queries and solved issues faced by couriers, new starters and restaurant partners
- Worked directly with the planning team and actively implemented necessary changes to the roster of couriers in accordance with their contracts and business KPIs
- Effectively supervised daily fleet of couriers during peak times and under-planned days
- Implemented a process to reduce inventory costs and saw an effective reduction of 40% over one month, effectively reducing operational costs
- Selected as a "JETfluencer" to improve outreach and interdepartmental communication

Courier Captain – Just Eat Takeaway.com – London, United Kingdom

Feb 2021 – Feb 2022

- Supervised couriers and engaged with them to create a healthy and positive work environment
- Performed operational duties such as commencing shifts for drivers, equipment checks and inventory updates
- Conducted inductions and preliminary training for new staff
- Surveyed restaurants and liaised with managers to seek feedback and bring about improvements in processes

Sales Associate – Renaissance Bengaluru Racecourse Hotel – Bangalore, India

Aug 2019 – Mar 2019

- Participated in the Marriott Sales training program to understand the company's method of sales and service
- Travelled the city to attend meetings with general managers and CEOs to offer them hotel's products and services and to inquire about their requirements
- Compiled and presented weekly/ monthly sales reports to senior management
- Main point of contact for New Year's Eve 2020 event at Renaissance hotel with contact details shared on all company collaterals

F&B Intern – Lake Powell Hotels and Resorts – Arizona, USA

May 2017 – Sep 2017

- Sole person in-charge of catering to the Annual General Meeting of board members
- Modified milkshake recipes to create widely popular versions bringing in repeat customers
- Upselling items and general up-keep of the restaurant and bar facilities

Front Office Associate – Hilton Hotels – Sharjah, UAE

Dec 2016 – Jan 2017

- Completed registrations for all guests staying at the hotel
- Systematically updated database on property management system
- Solely managed the VIP lounge on a shift basis

Sales Associate – BUZ Management and Marketing Consulting – Dubai, UAE

Jan 2016 – Mar 2016

- Created a city-wide plan for recruiting F&B outlets and 5-star hotels to take part in the Dubai Food Festival 2015
- Made cold calls, followed up and secured one-on-one meetings with managers and owners to persuade them to take part in the city-wide promotion
- Achieved daily and weekly team targets through calls and visits to potential participants and assisted in driving footfall to participating outlets via leveraging of social media and showcasing of brand collaterals.

