

RESUME

MILAN SANDEEP PATEL

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Career Objective:

To perceive a career in a renowned firm with dedicated efforts and to associate myself with an organization that gives me a chance to update my knowledge. Put in efforts and use my previous knowledge to grow with the organization and achieve organizational goals.

Educational Qualification:

- **H.S.C** from Gujarat Higher Secondary Education Board, The New Tulip International School - 2011
- **S.S.C** from Gujarat Higher Secondary Education Board, The New Tulip International School - 2009
- **BBA Hotel & Tourism Management** from Cambay Institute of Hotel & Tourism Management.

Computer Skills:

Microsoft Office

C/C++ Programming

Operation Systems (Windows all versions and Other)

Siebel

Strengths:

Good Communication Skills.
Ready to be part take responsibility.

Quick learner & interpersonal communication skills.

Adaptability

Public Relations

Strong Work Ethics

Work Experience:

- **Customer Support Executive(Webchat - UK Process)** -

Vodafone India Services Pvt. Ltd. - September 2017 till September 2018 : Attend customer queries and help them get a solution and create a good customer experience for them.

- **Cafe Manager** - Helly & Chilly Café, Ahmedabad / March 2019 – July 2020

- Purchased adequate quantities of food, beverages, equipment and supplies.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.

- Managed 4-person team of cooks and back of house staff for high-end QSR cafe.
- Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.
- Interacted positively with customers while promoting hotel facilities and services.
- Reconciled cash and credit card transactions to maintain accurate records.
- Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and reduce waste.
- Controlled purchases and inventory by negotiating prices and contracts with over 8 to 10 vendors.
- **Cafe Manager** - Firangi Fusion Café, Ahmedabad/ August 2020 - Present
- Trained cafe employees to consistently exceed customers' expectations and provide superior service.
- Taught servers and cashiers to promote high-profit products and capitalize on cross-selling opportunities.
- Filled in for absent employees in any position in cafe, keeping operations efficient even when short-handed.
- Handled business administration functions such as payroll, cash register counting and supply ordering.
- Trained new employees on proper protocols and customer service standards.

- Purchased adequate quantities of food, beverages, equipment and supplies.
- Led and directed team members on effective methods, operations and procedures.
- Promoted business through participation in and sponsorship of community events.
- Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and reduce waste.
- Quickly identified problem situations and skilfully resolved incidents to satisfaction of involved parties.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.

Hobbies:

Reading Books, Travelling and Eating & preparing different type of cuisine's.

Personal Profile:

Name	:	MILAN SANDEEP PATEL
Father Name	:	Sandeep C. Patel
Date of Birth	:	09-February-1993
Marital Status	:	Single
Religion	:	Hindu
Nationality	:	Indian
Languages Known	:	English, Hindi and Gujarati

Address : C/4, 3rd Floor, Abhimanyu Flats,
Opposite SHRADHADEEP,
Shastrinagar, Naranpura,
Ahmedabad, Gujarat - 380013

Declaration:

I hereby declare that the above information is correct and true to the best of my knowledge and belief.

(MILAN SANDEEP PATEL)

Place:

Date: