

MOHAMMED SARFUDEEN ABDULKADER

PROFILE A highly motivated and detail-oriented individual with a passion for technology with a track record of success in the business world. With 7 years of experience running my family business, developed a strong entrepreneurial mindset and a keen understanding of how technology can be leveraged to drive business success while managed multiple aspects including sales, marketing, operations, and finances. I am seeking to leverage my business experience and passion for technology to pursue a career in IT and make a positive impact on the organization.

EXPERIENCE

MANAGER

VICTORY FANTANSY SDN BHD

2019-2023

- Oversaw daily operations of the restaurant, ensuring smooth functioning of all aspects including service, kitchen, inventory management, and customer satisfaction.
- Managed a team of 50 employees, providing direction, training, and performance management to ensure high-quality service delivery and productivity.
- Developed and implemented effective marketing strategies to increase sales and customer retention, resulting in 70% growth in revenue.
- Maintained budgetary control over expenses, ensuring optimal utilization of resources while minimizing costs
- Conducted regular meetings with staff to review performance, provide feedback, and identify opportunities for improvement
- Maintained high standards of food safety, hygiene, and cleanliness, ensuring compliance with health and safety regulations.

Key Achievements:

- Successfully launched new menu item/promotion, resulting in 40% increase in sales and positive customer feedback.
- Implemented cost-saving measures that resulted in 30% reduction in expenses while maintaining quality and service standards.
- Multiple Awards/ recognition for outstanding service, food quality, and customer satisfaction.

"Best Grab Restaurant Award-2020"

"Recognition from Food Panda for top best restaurant"

MANAGER**NEW SUN INTERNATIONAL TRAVEL AGENCY, CHENNAI****2015-2019**

- Oversaw the day-to-day operations of the travel agency, including managing staff, coordinating with vendors and ensuring smooth customer interactions.
- Managed the administrative tasks of maintaining financial records, processing payroll, and creating reports for management.
- Developed and implemented policies and procedures to improve efficiency and streamline operations.
- Coordinated travel arrangements for clients, with booking flights, hotels, and transportation, and providing destination information and advice.
- Responded to customer inquiries and maintaining a high level of customer satisfaction.
- Maintained up-to-date knowledge of the travel industry, including changes to travel regulations and emerging travel trends.

Key Achievements:

- Successfully implemented a new booking system, resulting in a 50% reduction in processing time and a 30% increase in efficiency.
- Developed and implemented a new customer feedback system, resulting in a 20% increase in customer satisfaction ratings.
- Designed and delivered training programs for staff on customer service best practices and travel industry trends, resulting in improved staff performance and customer satisfaction.
- Supervised the sales team and assisted with sales and marketing efforts, resulting in a 25% increase in sales revenue over the course of my tenure.

**EDUCATION AND
CERTIFICATES****2020-2021****POST GRADUATE CERTIFICATE BUSINESS ADMINISTRATION
ANGLIA RUSKIN UNIVERSITY, KUALA LUMPUR****2012-2015****BACHELOR OF SCIENCE IN COMPUTER SCIENCE
LOYOLA COLLEGE, CHENNAI****2011-2012****CHENNAI PUBLIC SCHOOL****2013****ADVANCE AIRLINE AND TRAVEL MANAGEMENT PROGRAMME
THE INSTITUTE OF AIRLINE AND TRAVEL AGENCIES**

SKILLS • Customer Service • Sales and Marketing • Leadership and Teamwork
• Management Skills • Adaptability • Visual Design • Business
Development • Airline and Travel • Microsoft office • Critical thinking and
problem solving

PERSONAL
ATTRIBUTES • Quick learner
• Effective Communication
• Growth Oriented
• Accountability and adaptability
• Willingness to learn

LANGUAGES • Tamil
• English