

VIKRAM RAJAN

Chief Operating Officer

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Dubai



EXPERIENCE

COO/Dir Ops/Dir BD/GM/Hotel QA Assessor

Hotel & F&B Brands

From 1997 Location: India, Bahrain, Thailand, UAE

- Worked with some of the finest Hotel Brands (Four Seasons / Kempinski / Best Western Club Mahindra)
- Created Hotels & Resorts from Greenfield Projects
- Handling the development of Best Western International within the region (Europe & Asia) as a Country Franchise Head & QA
- Being the QA Assessor for Best Western International for Europe and Asia
- Introducing control measures and achieving great guest satisfaction levels as the Head of the Food & Beverage department for several hotel chains like Kempinski, Four Seasons, Club Mahindra, Best Western International
- Developing start-ups in F&B Sector (Cafes & Restaurants, Cloud Kitchens, Catering Companies etc.)
- Planning & Executing Huge Public Events like Formula 1, Rugby 7 etc
- Handling teams of over 1600 staff in a single event that generated over AED7.5 Million in revenue.
- Introducing New cashless payment method in Public Events whereby we stopped any kind of pilferage and had accountability for all the inventory
- Handling the Operations of Contract Catering Companies for companies like ADNOC, ENEC, Farah Leisure etc
- Building the Business Development Team for the region's leading Contract Catering companies & taking their revenues and footprints to greater heights

COO

Platinum Hospitality Management LLC

From 01/2024 - Present Location: Abu Dhabi, United Arab Emirates

- Reporting to the Group CEO & Chairman
- Responsible for the Operations and expansion of the F&B Brands, Shakespeare & Co, Otantik Restaurant & Café, Chinese Connection, Central Kitchen & More
- Manage a positive Cash flow and the P&L for PHM
- Hiring the right team and training them into their roles within the company

Cluster Dir F&B

Operations(Movenpick/Adagio/Novotel/Pullman)

The FOOD Label

From 09/2022 - 03/2024 Location: Dubai, United Arab Emirates

- Accor Branded Hotels
- Handling the F&B Operations of various Hotels on an Outsourced Model on Rev Share with Hotel Owners/Operators
- Managing a Cloud Kitchen 'Hungry HUB' with various Concepts
- Operating Shisha Café's
- Handling Private Labeling & Corporate Gifting through our Central Kitchen

SUMMARY

UAE Resident Visa I am a graduate from Merit Swiss Asian School of Hotel Management Chennai with a Bachelor's degree in Hotel Management from Newport University. I possess 25 years experience as Senior level Manager. Seeking a job to apply my advanced knowledge, and my experience with building companies, team, and staff development. I'm driven to contribute to any organization by delivering qualitative work. Cultivate work environment, committed to continuous improvement, consistency, and effectiveness of company. Provide accurate assessment of problems that hinder success and thoughtfully develop practical plans leading to satisfaction and financial gains.

CERTIFICATION

ISO

TRAINING / COURSES

International Quality Assessor

Best Western Properties

LANGUAGES

English

Native



Hindi

Native



Russian

Advanced



Malayalam

Proficient



Kannada

Advanced



Tamil

Intermediate



EXPERIENCE

Director Business Development & Operations

Emirates Taste Catering Services LLC

08/2021 - 08/2022 Dubai, United Arab Emirates

- One of the leading Catering & FM companies in the region
- Handled revenue of AED80M for the year
- Finalized a lot of new long-term contracts for the company along with the team
- Recruited, trained, and motivated the BD team to achieve the goals
- Achieved great client satisfaction by working closely with clients on their special needs
- Collaborated with Operations Managers and the team on all locations to ensure client satisfaction
- Trained and motivated the team at all levels

Director of Operations

Royal Catering Services

01/2019 - 07/2021 Abu Dhabi

- Planned & organized High-Volume events such as Formula 1, Abu Dhabi 2019
- Ran the whole event with great planning, timely execution & controlled bottom-line
- Achieved great customer satisfaction and a very profitable outcome
- Planned & executed almost 43 F&B Concepts during the event
- Achieved a turnout of 80,000+ customers during the 4 days event
- Managed over 1,600 employees directly during this event
- Participated in Rugby 7, Dubai 2019 with our different F&B Concepts
- Participated in various events organized by Flash Events & by TCA
- Handled a revenue of AED110M

General Manager

GOSSIP The Brand

02/2012 - 03/2019 Dubai, United Arab Emirates

- Overseeing daily business operations
- Developing and implementing growth strategies
- Diversifying the business and creating newer concepts after conducting market study
- Training low-level managers and staff
- Creating and managing budgets
- Improving revenue, and hiring employees
- Evaluating performance and productivity
- Analyzing financial data and taking the needed actions based on data.
- Identifying newer locations for our concepts and working with architects, Contractors on opening these locations in time

General Manager

VKL Hospitality

06/2010 - 09/2012 Bahrain

Vice President

Best Western International

11/2007 - 05/2010 Southeast Asia

Task Force Food & Beverage Manager

Club Mahindra Kodagu Valley

03/2005 - 10/2006 Bangalore, India

Assistant Director

The Leela Palace

05/1997 - 03/2005 Mumbai, India

SKILLS

Business Development

Market Analysis

Quality Assurance

Restaurant Setup

Hotel Operations

Operations

Franchising

Financial Feasibility & Analysis

KEY ACHIEVEMENTS



Created F&B Concepts

- Created an F&B Concept "GOSSIP Cafe & Desserts & Took International with 9 Branches Globally.
- Director F&B Operations of Formula 1, 2018 and generated a revenue of AED7.5 Million.
- Did Quality Assessment for over 100 hotels of Best Western International in Asia & in Europe.

PASSIONS



Developing & Building Companies and Teams that then shine in the market and be known for Successful Brands, Financial Success and a great place to work.

EDUCATION

Management Diploma (Hotel Management)

Merit Swiss Asian School of Hotel

03/1994 - 06/1997 Chennai

BBA Hotel & Motel Association

AHAMA Chennai

03/1994 - 06/1997 Chennai, India

- Newport University