Devendra Kumar Singh

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**Restaurant’s Marketing/Sales & Business Development**

**A Brief Overview**

A dynamic professional with 6 years of rich experience in managing restaurant sales & marketing / revenue expansion operations especially with diverse sectors.

* Comprehensive experience in executing business development procedures, distribution & service standards, operational policies and guidelines with clear understanding & experience of operating each of designated territories as a separate profit centre.
* Resourceful in coordinating with the product teams and customer groups and various Service Groups for ensuring effective delivery of solutions for orders keeping in consideration the pre-discussed parameters for different segments as well as ensuring consistent achievement of sales & marketing targets.
* Proficiency in managing sales operations with key focus on top and bottom line profitability in marketing by ensuring optimal utilisation of resources as well as handholding of suppliers.

**Academic Credentials**

* PGDM/MBA( Marketing,Finance) from Chandigarh Business School,Chandigarh.
* Graduation (B.Sc.) from DDU University, Gorakhpur.
* 12thfrom SGSIC,Hata,Kushinagar.
* 10thfrom SGSIC,Hata,Kushinagar.

**Career Contour**

**Mawarid Group of Companies (Pizza Hut) since June 2015- june2017**

**Assistant Manager(Saudi Arabia)**

* Responsible for training,evaluation and discipline for staff.
* Developed,implemented and managed programming for computerised cash register system.
* Managed all paper product order cutting costs by using lean method.
* Controlled inventory by creating excel spreadsheets for orders.
* Developed and completed revenue inventory and payroll forecasts and reports.
* Coordinates scheduling for employees to effectively provide everyday services and special events.
* Monitor and evaluate team member's performance,provide supervision and professional development.
* Coached and developed employees in areas of guest service,food up-sell,performance and service recovery.
* Maintained relationship with upper management and assisted in expense management.
* Provide highest level of customer service with a positive and professional attitude.

**Icyspicy Food Point since june 11 – March15**

**Assistant Manager(Gorakhpur)**

**Responsibilities**

* Manage a team of employees, motivate and extract result from them and also responsible for the outcome.
* Clear cut understanding of company goal and work accordingly to achieve goals.
* Ensuring that the customers’ needs are met whilst maximizing the profit of company.
* Manage and coordinate all marketing, advertising and promotional staff and activities.
* Control inventory , making weekly and monthly reports.
* Place order with various supplier daily and weekly basis.
* Recruiting and training of staffs, manage daily transaction.
* Take care of complaints and suggestions of customers as well as staffs.

**Specific project Details:**

* Customer satisfaction in Airtel services provided in Chandigarh region.
* Effective monitoring of conversions, specifically targeting Dis-satisfied Customers& Not contactable customers.

**IT Skill Set**

* Well versed with Windows, MS Office & Internet Applications.
* Diploma in DBMS.

**Personal Dossier**

* Date of Birth : 14th July 1989
* Address : Hata kushinagar, U.P. India

**Devendra Kumar Singh**