

NAYAN BHATNAGAR

PROFILE

Result-centered professional offering involvement with junior administrative level for start-ups. Conveying and sustaining income and benefit gained within a profoundly serious market. Remarkable communicator with a consultative methodology, solid arrangement aptitudes, uncommon critical thinking capacities, and a sharp customer need assessment. Aggressively recognize openings, develop focus, and execute strategic business arrangements. Capable of generating strong associations with key leaders, stakeholders, and market influencers.

CONTACT

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ACTIVITIES AND INTERESTS

Coding
Programming
Theatre
Cycling
Craft beer
Travel
Great food
Digital marketing
Photography

WORK EXPERIENCE

Cook

Olive bar and kitchen, New Delhi

Dec'18 - Present

Supervise kitchen staff. Improve staff performance through training, attention to detail, and empathetic problem-solving methods. Assist with the preparation of the menu. Resolve staff and guest conflicts in a professional courteous manner. Inventory and order raw supplies. Admin tasks as needed including rostering, budget making, answering phones, responding to guest inquiries regarding menu items. Coordinates daily tasks with the Sous Chef. Personally, responsible for hygiene, safety, and correct use of equipment and utensils

Sales Lead

Grand Hyatt, Melbourne

Nov'16– Oct'18

Ensuring high levels of customer satisfaction by being knowledgeable on the product, and teaming up with my co-workers to provide excellent sales service. Attended regular sales development workshops and on the premises training. Delivering sales, outstanding customer experience, and operational expectations. Maintaining personal and productivity data for the generation of the report quarterly. Connecting with every customer by asking open-ended questions to assess needs. Providing in-depth sources to the customer to finalise the deal, learned the skill of probing to know more about the customer.

Business Development Executive

Rockpool Dining Group, Melbourne

Aug'14– Sep'16

Proven experience as a BDE in the hospitality industry, specifically, commercial kitchen equipment. Generate end report based on the sale. Had intense training on MS Office. Developed the skill of understanding and negotiating techniques. I was part of the sales budget team and had to hold meetings with marketing associates. Everyday briefing about the closing sales and getting the targets for the present day.

Sales Associate

Savoy Vibe, Melbourne

Nov'13– July'14

Maintaining the Quality of services for the company and getting more bookings with the help of effective Market Research. Handling customer enquiries. Active participation in Campaign Launching and taking active steps in exhibitions by promotion in job fares. Proper coordination with team members and various departments. Controlling the back-office staff to update records and financial transactions.

SKILLS AND ABILITIES

Lead Generation -- Expert

Cold Calling -- Expert

Communication Skill -- Expert

Microsoft Office – Expert

Python – Beginner

Negotiator – Intermediate

Staff Management – Expert

Budget Management -- Intermediate

LANGUAGES

English – Expert

German – Beginner

CERTIFICATION

First Aid Application – Red Cross

Fundamentals in digital marketing –
Google

Covid-19 Contact tracing – Johns
Hopkins Medical School

EDUCATION

Institute of Hotel Management, Chennai

Jun'10 – July'13

Bachelor of Science in Hospitality and Hotel Management

William Angliss Institute, Melbourne

- October'13 – May'13
Diploma In Hotel Administration

REFERENCE

Reece Thomas (Instructor)

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