**House No. C – 26/2 Block – B,**

**Gulshan-e-Jamal, Rashid Minas Road,**

**KARACHI- 15**

**Cell # 0333-3349752**

**0300-9238659**

Email:[sarfaraz\_2005@hotmail.com](mailto:sarfaraz_2005@hotmail.com)

**PERSONAL STATEMENT***:*

A highly motivated, experienced customer services professional with skills in relationship building and leadership.

## SUMMARY OF QUALIFICATION

* Over 14 years’ experience in customer services and food industry.
* Able to relate to people at any level of business and management.
* Skilled handling multiple task and projects simultaneously.
* Effective problem solver. Organized team player.

### W O R K E X P E R I E N C E

|  |  |
| --- | --- |
| From-To | Worked from Feb 2019 to Dec 2019 |
| Organization | Pizza Hut |
| Position | **Restaurant General Manager** |
| Job Description | Responsible for Restaurant Business Process. Working in Operations and closely with HR, and Marketing Department to develop long and short term strategic goals and to resolve the bottlenecks.  Responsible for revenue targets for outlet. |
| Contributions | * Developed coordination among Multi Unit Manager, Operations Manager, Area Manager, Marketing Department, and Restaurant LSM Team for long and short term strategic goals. * Developed new ideas and programs on on-going basis, hands-on help in down-store situations, and conducted periodic Training Seminars for local store personnel for day-to-day execution. * Maintain company policies, procedures and standards, and recommend appropriate changes and improvements as needed. * Ensure clear communication between Departments, Operation Manager, and Area Manager to achieve optimal communication and execution on all campaigns. This communication also includes policy matters, programs, new ideas, and Market Intelligence. * Worked with Individual stores, as needed to develop programs for Outlet, to improve sales, and profitability, and minimize impact of competitor . * **Restaurant Development** * **Making Strategy for achievement of Targets** * **P&L** * **Food Cost** * **Training** * **Scheduling** * **Payroll** * **Ordering** * **Restaurant Marketing** * **Restaurant Maintenance** * **Ordering Supplies & overseeing stock** |

|  |  |
| --- | --- |
| From-To | Working from Oct 2017 – Aug 2018 |
| Organization | IBN BATTUTA |
| Position | Restaurant Manager |
| Job Description | Responsible for Restaurant Business Process. Working in Operations and closely with HR, and Marketing Department to develop long and short term strategic goals and to resolve the bottlenecks.  Responsible for revenue targets for outlet. |
| Contributions | * **Restaurant Development** * **Setting Targets** * **P&L** * **Food Cost** * **Training** * **Scheduling** * **Payroll** * **Ordering** * **Restaurant Marketing** * **Restaurant Maintenance** * **Ordering Supplies & overseeing stock** |

|  |  |
| --- | --- |
| From-To | Worked fromSep 2014 to Oct 2017 |
| Organization | California Pizza |
| Position | Restaurant Manager |
| Job Description | Responsible for Restaurant Business Process. Working in Operations and closely with HR, and Marketing Department to develop long and short term strategic goals and to resolve the bottlenecks.  Responsible for revenue targets for outlet. |
| Contributions | * **P&L** * **Food Cost** * **Training** * **Scheduling** * **Payroll** * **Ordering** * **Restaurant Marketing** * **Restaurant Maintenance** |

|  |  |
| --- | --- |
| From-To | 2011 – Aug 2014 |
| Organization | **Hardees Restaurant Karachi** |
| Position | Assistant Restaurant General Manager |
| Job Description | Responsible for Restaurant Business Process. Working in Operations and closely with HR, and Marketing Department to develop long and short term strategic goals and to resolve the bottlenecks.  Responsible for revenue targets for outlet. |
| Contributions | * Station Management. * Floor & People Management. * Training of Crew Members on different station. * Quality Control. * Coordinating department’s Heads. * Verifying Crew Performance * Scheduling * Payroll * Ordering * Restaurant marketing |

|  |  |
| --- | --- |
| From-To | 2008 – 2011 |
| Organization | **Mc Donald’s** |
| Position | Crew Leader & Crew Trainer |
| Contributions | * Training of Crew Members on different station. * Managing Inventory according to requirement. * Area Management. * Cash Handing & Safe Management. * Coordinating department’s Heads. * Verifying Crew Performance & reporting to the Management |

|  |  |
| --- | --- |
| From-To | 2006 – 2008 |
| Organization | **Mc Donald’s** |
| Position | Part Timer Crew |
| Contributions | * Cashier. * Production Crew. |

# E D U C A T I O N

* Master in Economics from University of Karachi
* Bachelor of Commerce from University of Karachi.
* F.SC (Pre-Engineering) Federal Board of Intermediate Islamabad.
* SSC from Army Public School.

# PROFESSIONAL COURSES & CERTIFICATES

* Certificate of Appreciation for Extra Ordinary performance Year 2019 from Pizza Hut.
* LMR (Leading Multiple Restaurants) from Pizza Hut.
* LAR 2 (Leading A Restaurant) from Pizza Hut.
* BMT (*Basic Management Training*) on job training from Hardees.
* Certified Food Handle from charter Institute of Environmental Health UK.
* Appreciation Certificate for Deliberating Exceptional Performance in Year 2007.
* Crew Leader Development Course (CLDC) from MC Donald's.
* 3 Months Computer Hardware & Networking Certificate.
* 3 Months Computer MS OFFICE Certificate.

## P E R S O N A L

Father’s Name : Sarfaraz Akhtar

Date of Birth : 8thNov 1987

N.I.C. Number : 42201-7837227-1

Marital Status : Single

Driving License No. : NLA 16873 (M/Car, M/Cycle)