**SALMAN SULTAN SHAIKH **

**Mobile Number- (973)-33169718** [**shaikhsalman1315@gmail.com**](mailto:shaikhsalman1315@gmail.com)

**Personal Statement**

I have 4+ years of management experience in retail, Marketing and Hospitality industry also has ability to set up the systems. I Have Train and Develop individuals and teams.

A well-organized & result oriented professional Seeking a challenging career in business of professionals and people Oriented organization.

In my last position was working as a **DUTY MANAGER** at Carnival Cinemas, Mumbai and I was responsible for Overall Operation Management, Quality Compliance, Process Management and Team Management of Cinema.

**Work Experience**

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**Carnival Cinemas – Mumbai**

**Duty Manager – Operations (Jan 2019 – Jan 2020)**

**Proficient in developing Standard operating Procedures and Training & monitoring performance of the team members for maintaining excellence in the process Operations.**

**The Accountabilities**

* Administered all aspects of operations, including Box office, Concessions, OSV, lounges, ushering and projection, With effective supervision of managerial tasks.
* Proficiently reviewed all areas of operations while ensuring maximum customer satisfaction, sales, operational Efficiency and effectiveness; profitability in-line with quality standards
* Recognized for effective running and management of property with a positive EBITDA
* Resolving Guest Complaints, building Guest relation & handling overall operations.
* Planning Effective strategies & new ideas to achieve the targets.
* Accredited for strategic collaboration with different firms on barter deals, marketing support and other promotional Offers, which subsequently increased ***35%* footfall** and revenue sales.
* Train and Motivate staff for maximum realization of ‘admits’, ‘collection’ ‘Revenue per person’ & maintaining Excellent service.
* Regulate stock take & order level in store.
* Analysis on Food & beverage variance.
* Responsible for ensuring fully operational day-to-day accounting and financial controls
* Generate & maintaining the Daily, weekly, monthly & quarterly reports
* Monitoring Manpower requirement, recruiting the manpower & their Optimum utilization
* Making weekly schedules of movies every week.

 

**Jaro education, Mumbai.**

**Business development executive Dec 2017- Oct 2018**

**The Accountabilities**

* Providing counseling to the students or parents and help them to choosing the right learning module.
* Generating revenue by counseling the prospect and converting the right learning module.
* Conducting the outdoor events in various places to generate leads.
* Cold calling, scheduling meeting & closing the deal.
* Achieving the target on weekly basis.
* Converting leads from various sources into sales (Like free app download, events etc.)
* Maintain a quality pipeline by targeting the right set of audience & ensure weekly closure by continuous follow-up.
* Maintain a healthy rapport with the customer to ensure that the best service is given.
* Ensure end to end delivery.
* 50%inside sale & 50%field meeting.

 

**Future Group – Big Bazar (Mumbai)**

**Asst. Operation Manager** Oct 2016 – Dec 2017

**The Accountabilities**

* Maintain stock inventory, place order as per requirement.
* Make sure that FIFO has to be followed.
* Lead, Train & develop 25-30 members & outsourced employees.
* Planning Effective strategies & new ideas to achieve the targets.
* Generate & maintaining the Daily, weekly, monthly & quarterly reports.
* Report to the operation manager.
* Promote The various promotion schemes used at Big Bazaar include: ―**Saal ke sabse saste 3 din, Hafte ka sabse sasta din ―Wednesday bazaar, Exchange Offers ―Junk swap offer, Future card (3% discount).**
* Monitoring Manpower requirement in every section and inform to recruit the manpower if require to the H.R and Store Manager. And also maximum utilization of manpower.
* Track on Publicity, marketing, & promotions.
* handling customer query take customer feedback about the services, handle customer complaints.



**PVR Cinemas, Mumbai.**

**Duty Officer – Operations June 2015-Sept 2016**

**The Accountabilities**

* Lead, Train & develop 65-70 members & outsourced employees.
* Planning Effective strategies & new ideas to achieve the targets.
* Monitoring Stock & cash transactions.
* Regulate stock take & order level in store & Kitchen.
* Analysis on Food & beverage variance.
* Generate & maintaining the Daily, weekly, monthly & quarterly reports.
* Train a staff for maximum realization of ‘admits’, ‘collection’ ‘Revenue per person’ & maintaining excellent service Standards.
* Monitoring Manpower requirement, recruiting the manpower & their Optimum utilization
* Track on Publicity, marketing, & promotions.
* Interaction with Government officials on regular basis for Ent. Tax, Show Tax, Cinemas Licenses.

**SKILLS**

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| --- | --- | --- |
| Administrative Skills | Vendor Management | Operations Management |
| Revenue Enhancement | Strategic Planning | Training & Development |
| Customer Relationship | People Management | Promotions & Marketing |

**Education**

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**PGDM in Marketing from WELINGKAR INSTITUTE OF MANAGEMENT.**

**B.SC.IN HOSPITALITY STUDIES.**

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| Qualification | Discipline | Univ. /Board | Year of Passing |
| P.G.D.M | Marketing management | Mumbai University | 2019 |
| B.SC | Hotel management | Mumbai University | 2015 |

**Awards and Certifications**

**Certification - internship with ITC FORTUNE SELECT EXOTICA, Navi Mumbai.**

**June 2014.**

**Award – Winner - intra college menu planning and cover laying competition.**

**April 2013.**

**Additional Information**

Gender: Male

Nationality: INDIAN

Date of Birth: 13-05-1995

Status: Single

Passport Number: M2792209

Passport Expiry: 07/10/2024

Current Address: Um al Hassam, Manama, The Kingdom of Bahrain

Interest: Social, Sports, Movies.

Languages Known: English (fluent), Hindi (native), Marathi (fluent), Urdu (Fair) Arabic (basic)

**SALMAN SHAIKH**