

BINOD DEVKOTA

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Professional Summary

- BBA graduate with 3 year professional background in business management and business analysis. Areas of specialization include process development, financing solution implementation and management. Seeking position as office administration with a dynamic development team.
- General Manager with 11 years of experience in planning, promoting and executing large events. Innovative individual with strong work ethic and ability to build lasting client relationships. Experience in operations management, finance and budget development.

Skills

- Strategic account development
- Empowers high-performing sales teams
- Trained in consumer marketing
- Analytical problem solver
- Strong interpersonal skills
- B to B sales
- Partnering with cross-functional disciplines
- Time management
- Managing multiple projects
- Project planning
- Report development
- Business correspondence
- Executive presentation development
- Team building
- Filing and data archiving
- Accounting software
- Long-term business planning and execution

Work History

General Manager

12/2017 to Current

Potbelly Sandwich Shop – Woodbridge, VA

- Establishes restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying and evaluating competitors; preparing financial, marketing, and sales projections, analysis, and estimates.
- Maintains patron satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.
- Accomplishes restaurant and human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining management staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Analyzed key aspects of the business to evaluate the factors driving results and summarized results into presentations.

Night Auditor

02/2016 to Current

Crescent Hotels & Resorts – Fairfax, VA

- Posts room charges and taxes to guest accounts. Processes guest charges voucher and credit card vouchers. Post charges to the guest accounts that have not been posted or were incurred on the night audit shift.
- Transfer charges and deposits to master accounts. Checks to see that all charges are assigned to the appropriate departments.
- To verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to PMS system
- Verifies all account postings and balances. Verifies that room rates are correct and posts those rates to guest accounts. Monitors the current status of coupon, discount, and other promotional programs.
- Tracks room revenues, occupancy percentages, and other front office statistics. Prepares a summary of cash, check,

and credit card activities. Summarizes results of operations for management. Check figures, postings, and documents for accuracy. Record, store, access, and/or analyze computerized financial information.

- Run end of day process in property management software (PMS). Understand principles of auditing, balancing, and closing out accounts.

Manager

11/2011 to 07/2017

Van Management, Inc. (McDonald) – Chantilly, VA

- Take responsibility for the business performance of the restaurant; analyze and plan restaurant sales levels and profitability and organize marketing activities, such as promotional events and discount schemes.
- Prepare reports at the end of the shift/week, including staff control, food control and sales; create and execute plans for department sales, profit and staff development and set budgets or agree them with senior management; plan and coordinate menus.
- Coordinate the operation of the restaurant during scheduled shifts; recruit, train, manage and motivate staff; respond to customer queries and complaints; meet and greet customers, organize table reservations and offer advice about menu and wine choices.
- maintain high standards of quality control, hygiene, and health and safety and check stock levels, order supplies and prepare cash drawers and petty cash.

Retail Store Manager

04/2004 to 09/2011

E & C Enterprises Inc /PMG – Dumfries, VA

- Analyze and interpreted retail store trends to facilitate planning and conducted performance reviews and provided or organized training and development for staff.
- Ensured standards for quality, customer service and health and safety are met; interviewed potential candidates and managed and motivated the store team to increase sales and ensure efficiency.
- Managed store inventory levels and makes key decisions about inventory control ,managed store inventory and merchandise new product to create branded visual floor sets based on corporate directive.
- Responded to customer (internal and external) complaints, requests and comments; used data to record sales figures and for data analysis and forward planning and worked with Retail Stores\\' Operations Manager to develop an understanding of market trends in the retail industry and new ideas.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.

Administration Officer

08/1999 to 12/2003

Nepal Leprosy Hospital, Khokana – Dakshinkali, Central Development Region

- Monitoring and maintaining office equipment, inventory supplies; orders replacement supplies as needed and creating, updating, and maintaining personnel records, financial records, and other records and databases.
- Updating office policies and procedures ; scheduling company calendar and updating as needed; preparing reports on expenses, office budgets, and other expenditures and supporting department managers, staff, and CEO.
- Organizing conference room scheduling, equipment, and cleaning; preparing travel arrangements for office staff and managers; overseeing and preparing expense reports and budgets.
- Organizing special functions and social events; purchasing computers, printers, supplies, and other equipment and monitoring incoming and outgoing mail; signing for packages from post office , courier company and FedEx or UPS; receiving mail and packages from couriers and delivering to proper recipient.
- Preparing correspondence, documentation, or presentation materials and assisting other departments (such as financial department or HR) with administrative or clerical support.

Education

BBA: Business Administration

1998

Tribhuvan University - Kirtipur, Central Development Region, Nepal

Certifications

- Office Administration with 4 years of experience in planning, promoting and executing large events. Innovative individual with strong work ethic and ability to build lasting client relationships. Experience in operations management, finance and budget development.
- Results-oriented Store Manager focused on increasing profits, reducing costs, inventory management and transforming customer service standards.
- Management professional effective at building highly-motivated teams, as well as leading cross-functional teams in a fast-paced environment.