

Syed Omer Ahmed

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Food Service Manager, Reliance Fresh.

Background includes inventory management, sales leadership, and recordkeeping. Organized and forward-thinking food service professional with a flexible and motivational management style. Diplomatic in addressing customer concerns and resolving issues.

- Organized and oversaw food service training to educate employees on food items.
- Reviewed and approved employee schedules and timesheets.
- Maintained compliance with company policies and procedures for food safety, sanitation, and quality.
- Set and enforced performance and service standards to keep a consistent, high-quality environment devoted to customer satisfaction.
- Maintained effective supply levels by monitoring and reordering food stock and dry goods.
- Handled escalated customer concerns with speed and knowledgeable support to achieve optimal satisfaction and maintain long-term loyalty.
- Developed unique events and special promotions to drive sales.
- Maximized quality assurance by completing frequent line checks.

Skills

- Production record
- Hiring standards
- Sales planning
- Strategic planning
- Safe food handling
- Workflow planning
- Active listener

Accomplishments

- Collaborated with a team of 12 members in the development of food Service.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issues through testing.

EDUCATION

College: Bachelor of Science in Information Technology

Muffakham-Jah College of Engineering and Technology (2011-2016)

School: Board of Secondary Education

St Mary's High school (2002-2009)

CIVIL STATUS

Single

Date of Birth: 8th Jan 1994

Interests: Travelling, Sports, social networking.