



**In quest of career opportunities  
in Operations Management and Hospitality Management with a high growth oriented organisation  
Location Preference: Pune**

### **Career Conspectus**

- ✓ **18 years** of qualitative experience in the hospitality industry, having worked with one of the best in the hospitality industry, having gained deep insight into *Process Operations, Sales and Marketing, Quality Enhancement, Team Management, T&D and Client Relationship Management*.
- ✓ **Hardcastle Restaurants Pvt Ltd. Pune Deputy Operation Mgr.**
- ✓ Attended Restaurant Leadership Practice Course in Sydney, Australia, Business leadership practice course In Delhi, Basic shift management, Advanced shift management and Effective management practice.
- ✓ Skilled at Windows 98 / 2000 / ME, MS Office 97 / 2000 / XP & Internet Applications.
- ✓ Adept at providing service operations; understanding clients' requirements and providing services accordingly. Leading teams to ensure the accomplishment of service deliverables.
- ✓ Recognised for customer handling skills, creativity and maintaining excellent public relations with proven track of consistently exceeding guest expectations.
- ✓ Ability to lead, mentor & motivate the team. Keen planner & strategist with a detailed oriented approach.

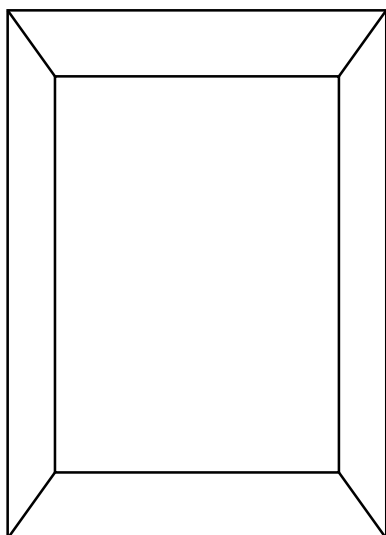
### **EMPLOYMENT RECITAL**

**Hard castle Restaurants Pvt Ltd.Mumbai/ Mc Donalds, Pune Region. Designated as Deputy Operation Manager – Professional Escalation**

Jun'02 – Feb'05	Floor Manager
Mar'03 – Jan'07	2 <sup>nd</sup> Asst. Manager
Feb'05 – May'07	1 <sup>st</sup> Asst. Manage
June '06 – May'11.	Store Manager–
May'11 – Jan'12	Training & IT.HO HRPL.
Jan'12 –Aug'15	Deputy Operation Manager

**PRESENTLY WORKING WITH –D.MART PVT LTD MUMBAI/D.MART,PUNE REGION.DESIGNATED AS STORE MANAGER.**

Sep'15 onwards                      STORE MANAGER



### **Key Result Area**

- ✓ Providing the best QSC&V to customers.
- ✓ Implementing and Improvising on Process Operations.
- ✓ Implementing quality improvement measures for continual improvement in services, identifying improvement areas and implementing adequate measures to maximise customer satisfaction.
- ✓ Handling International clients for Store operations.
- ✓ Interviewing, training, supervising & evaluating support staff.
- ✓ Supervising & conducting scheduling of support staff.
- ✓ Extending direction, motivation and training to the team members.
- ✓ Mentoring process teams; allocating specific targets after considering the competency level.
- ✓ Conducting Performance reviews for candidates on yearly and half yearly basis. Preparing candidates with Tests to move on to the managerial level.

- ☑ Imparting training on Store operating procedure to all the team members.
- ☑ Coordinating and interacting with the guests to understand their expectations & satisfaction level.
- ☑ Enforcing the necessities of adhering to hygiene regulations.
- ☑ Implementing marketing activities for successful launching of new products.
- ☑ Overseeing Hiring, Training and Retention of the Employees.
- ☑ Visiting Colleges and NGO for recruitment.
- ☑ Ensuring the Statutory Legal Compliances are Maintained at the restaurant level.

#### Career Milestones

- ☑ Imparted training & development at all level in the restaurant.
- ☑ Ensuring All Documentation in place in Relation with Employees, Store systems and Process and Legal Compliances.
- ☑ Handling 2 Projects for the Training & IT of eScheduler ver .05 Entire HRPL.
- ☑ Planned strategic intension & major restaurant systems for smooth operations.
- ☑ Analysed the growth rate, financial & cost aspect and supervising the P & L of the organization.
- ☑ Designed the basic organizational structure with proficiency in Basic Shift Management Course, Advanced Shift Management Course & Systems Management Course.
- ☑ Managed & controlled the home McDonalds' Home delivery system .
- ☑ Handled Management, Crew Development, Staff Hiring, Turnover and dealing with Legal staffs.
- ☑ Prepared reports of food and daily processes.
- ☑ Effected pre-planned sales strategies, promotions, employee benefit & QSC.
- ☑ Attended Restaurant Learning Program In **(Bell University) Sydney, Australia and Business Leadership Program In Delhi.**
- ☑ Successfully open 2 new store at Thane Lake City. (Thane Region ) Mumbai Central 2.
- ☑ Led a team of 95 personnel.
- ☑ Ranked among top 3 Stores to receive incentive for 2010.
- ☑ Received the Annual Award for highest Sales in McDonalds for the year in 2009.

#### **Current profile information.**

- ☑ Retail operations.
- ☑ Store operations.
- ☑ Sales.
- ☑ Customer service, marketing.
- ☑ Shrinkage control, operations.
- ☑ Team handling.
- ☑ Assortment planning.
- ☑ FMCG, Floor management.
- ☑ Store planning.
- ☑ Store merchandising.
- ☑ Store management.
- ☑ FMCG operations.
- ☑ Retail sales.

#### **SCHOLASTICS**

- 1999 B.com (Commerce Graduate from Delhi university)
- 1996 12<sup>th</sup> (Commerce) from S M S Degree College Delhi.
- 1992 10<sup>th</sup> from Guru Nanak National High School under Maharashtra Board.

#### **PERSONAL SNIPPETS**

- Date of Birth : 26<sup>th</sup> May, 1972.
- Address : Ketan Park Apartment.  
Flat No-07, 02<sup>nd</sup> Floor.  
Plot No-75.Chinchwad chikli.  
Land mark behind RTO Office.

Chinchwad Chikli pune 411019.

State : Maharashtra. India.

Language Fluency : English,Urdu, Hindi and Marathi.