

ABHINAND SATHEESH

Summary

A Hospitality Graduate with 3 years of experience in FMCG Retail, Client Operations and Business Analysis. Successful at consistently delivering the highest quality service and I aspire to achieve excellence in the field of Business Operations and Analytics

Experience

Regional Operations Executive – 12/2019 to Present
Coffee Day Beverages – Rest of Tamil Nadu

- Handling the operations of Direct B2B clients in the Rest of Tamil Nadu Region(ROTN)
- Data analysis using the management information system (MIS) and Operational reports for business planning to expand business potential and revenue month on month.
- Ensure optimum utilization of resources by monitoring the monthly consumption, inventory, wastage and manpower report and Inventory management by analysing consumption patterns, seasonality and future demand to ensure indent as per the requirement and subsequently reducing wastage of consumables.
- Lead the team of operators and supervisors to ensure smooth operations and business expansion across the region.
- Achieved higher productivity by streamlining and formalizing the documentation of client meetings, collection review, standard operating procedures, invoice submission, billing status, status of service implementation, site observation checklist, KPI's, and any additional customer inquiries.
- Build good professional relationship with clients, particularly key accounts, by visiting sites on regular basis to ensure that the best services are provided, and uniform standards are maintained within the region.
- Successfully reduced customer complaints by standardizing the Preventive Maintenance schedule and Breakdown Maintenance turnaround time and enlisted these as KPI for the service team.



Contact

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Certifications

- Lean Six Sigma Green Belt from Henry Harvin

Skills

- Industrious person with leadership skills
- Passion to deliver optimum level of customer service.
- Good listening skills.
- Dedication towards work
- Computer savvy

Department Manager – 11/2018 to 11/2019
Reliance Retail Ltd. Kozhikode

- Direct sales floor activities ensuring excellence in customer service and resolving store level problems
- Establish sales goals, manage budgets devise sales forecasts consistently maximizing sales and profits of my department.
- Training, evaluating and Duty time scheduling of employees.

Industrial Trainee- 06/2018 to 10/2018
The Raviz Kozhikode

- Got trained in these core departments of hotel
 - Housekeeping- Front office
 - Food and Beverage Service - Food and Beverage Production

Education

Post Graduate Program: Business Analysis – 2021-2022
Purdue University, USA

- CBAP
- Agile Scrum Master
- Business Analytics with Excel
- Tableau
- Data Analysis & Visualization with Python
- Power BI
- Data Science with R
- Mathematical Optimization for business problems
- SQL
- CAPSTONE PROJECTS

Bachelor of Science: Hospitality and Hotel Administration – 2015-2018
Institute of Hotel Management Chennai

- Hotel operations, Tourism, Sales & Marketing

12 th Grade - 2013-2015
K.M.H.S.S Kottakkal, Kozhikode

- Computer Science

Personal Profile

Date of Birth: 30-05-1997

Father's name: Satheesh T V

Mother's name: Jayanthi V

Sex: Male

Blood group: O⁺ve

Languages Known:

- English
- Malayalam
- Tamil
- Hindi

Computer Expertise:

- MS Office
- Microsoft Dynamics
- SAP
- Scrum Master
- Tableau
- Python
- Power BI
- R
- SQL

Passport Details

Passport No: N8491492

Date of Expiry: 08/03/2026

Nationality: Indian