Santosh

Raj Gautam

Operation& Admin Manager

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Contant Info

Work

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| |  |  | | --- | --- | |  | 05/2016…………09/2018  ***Worldlink Communication***  **Manage 100 plus employee**  **Increased productivity by 20% whilst simultaneously reduce operation cost**  **Team management, planning, and process standardization**  **Supervise and coach office supervisor in a weekly basis**  **Monitor employee productivity and optimise procedures to reduce costs.**  **Directing, optimizing and coordinating full order cycle**  **Manage 52 plus vehicle and Parking Management**  **Facilitate and support in performance appraisal and rewards system**  **Hire or refer qualified candidate and hr management**  **Company Security management**  **Overseeing inventory, distribution of goods and facility layout**  **Getting goods and services for the best price and value**  **Cutting any waste and unnecessary costs to create a streamlined process**  **Office contruction Management**  **Overall wearhouse and distribution management**  Mall Manager 05/2015 ------------- 03/2016  **City Centre Mall, Nepal**  **Day to day running and operating of mall**  **Customer Relationship Management**  **Analyzing and evaluating business performance, planning and budgeting**  **Will handle Mall Zoning issues**  **Marketed the company by organizing fashion shows and special promotional event**  **Overseeing the recruitment and training of new staff**  **Investigate complaints, disturbances and violations and resolve problems**  **Assist in all events and promotions as needed**  **Supervise and administer all tenant and landlord construction**  **Contract with architectural firms to draw up detailed plans for new structures.**  **Meet with clients to negotiate management and service contracts**  **Inspect grounds, facilities, and equipment routinely to determine necessity of repairs**  **Purchasing building and maintenance supplies, equipment, or furniture** | |  | Sales Manager 02/2014--------------04/2015  **Khajurico, Nepal**  **Develop a sales strategy to achieve organizational sales goals and revenues**  **Delegate responsibility for customer accounts to sales personnel**  **Co-ordinate sales action plans for individual salespeople**  **Oversee the activities and performance of the sales team**  **Ensure sales team has the necessary resources to perform properly**  **Monitor the achievement of sales objectives by the sales team**  **Evaluate performance of sales staff**  **Provide feedback, support and coaching to the sales team**  **Plan and direct sales team training**  **Assist with the development of sales presentations and proposals** | |  | Assistant Hotel Manager 04/2011------------------12/2013  **Best Western Hotel, USA**  **Working with the General Manager to improve operations, sales and Profitability**  **Maximizing profits by controlling labor costs and expenses**  **Continuously reviewing and managing team performance**  **Interact with guest to gain feedback on service**  **Manage conflicts and resolve issues in accordance to the hotels protocol**  **Managing staff training requirements**  **Delegate work and give tasks to individuals to do**  Assistant Restaurant Manager 07/2010------------------03/2011  **Jerry Sub’s Pizza, USA** |   **Assist in all daily operations of the store and responded to employee and customer concerns**  **Administered all work according to service standards and trained staff on same.**  **Maintaining effective relationships with service managers and supervisors**  **Investigating and resolving complaints concerning food quality and service**  **Perform responsibilities of creating and implementing policies to maintain food service standards** |

Education

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| |  |  |  | | --- | --- | --- | |  |  |  | | 2012 | Master of Science in Management  **Strayer university, USA** | **GPA: 3.75** | | 2012  2010 | Professional Hospitality and Fitness Certificate  **AHA and IFA, USA**  Bachelor of Business Administration in Hospatility Management  ***Strayer University, USA*** |  |   Skills  Software |

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| **Excellent Communication Skill**  **Motivation**  **Constructive Appraiser**  **Mentor**  **Focus on Outcome**  **Continues Learner** | **Microsoft office (Word, Excel, Power Point,Outlook)**  **Fluent Language Skill**  **English**  **Hindi**  **Nepali** |