

**Devendra Kumar Singh**  
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## **Restaurant's Marketing/Sales & Business Development**

### **A Brief Overview**

A dynamic professional with 6 years of rich experience in managing restaurant sales & marketing / revenue expansion operations especially with diverse sectors.

- Comprehensive experience in executing business development procedures, distribution & service standards, operational policies and guidelines with clear understanding & experience of operating each of designated territories as a separate profit centre.
- Resourceful in coordinating with the product teams and customer groups and various Service Groups for ensuring effective delivery of solutions for orders keeping in consideration the pre-discussed parameters for different segments as well as ensuring consistent achievement of sales & marketing targets.
- Proficiency in managing sales operations with key focus on top and bottom line profitability in marketing by ensuring optimal utilisation of resources as well as handholding of suppliers.

### **Academic Credentials**

- PGDM/MBA( Marketing,Finance) from Chandigarh Business School,Chandigarh.
- Graduation (B.Sc.) from DDU University, Gorakhpur.
- 12thfrom SGSIC,Hata,Kushinagar.
- 10thfrom SGSIC,Hata,Kushinagar.

### **Career Contour**

**Mawarid Group of Companies (Pizza Hut)                      since June 2015-  
june2017**  
**Assistant Manager(Saudi Arabia)**

- Responsible for training,evaluation and discipline for staff.
- Developed,implemented and managed programming for computerised cash register system.
- Managed all paper product order cutting costs by using lean method.
- Controlled inventory by creating excel spreadsheets for orders.
- Developed and completed revenue inventory and payroll forecasts and reports.
- Coordinates scheduling for employees to effectively provide everyday services and special events.
- Monitor and evaluate team member's performance,provide supervision and professional development.

- Coached and developed employees in areas of guest service, food up-sell, performance and service recovery.
- Maintained relationship with upper management and assisted in expense management.
- Provide highest level of customer service with a positive and professional attitude.

**Icyspicy Food Point  
Assistant Manager(Gorakhpur)**

**since june 11 – March15**

### **Responsibilities**

- Manage a team of employees, motivate and extract result from them and also responsible for the outcome.
- Clear cut understanding of company goal and work accordingly to achieve goals.
- Ensuring that the customers' needs are met whilst maximizing the profit of company.
- Manage and coordinate all marketing, advertising and promotional staff and activities.
- Control inventory , making weekly and monthly reports.
- Place order with various supplier daily and weekly basis.
- Recruiting and training of staffs, manage daily transaction.
- Take care of complaints and suggestions of customers as well as staffs.

### **Specific project Details:**

- Customer satisfaction in Airtel services provided in Chandigarh region.
- Effective monitoring of conversions, specifically targeting Dis-satisfied Customers& Not contactable customers.

### **IT Skill Set**

- Well versed with Windows, MS Office & Internet Applications.

- Diploma in DBMS.

#### **Personal Dossier**

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- Date of Birth : 14<sup>th</sup> July 1989
- Address : Hata kushinagar, U.P. India

**Devendra Kumar Singh**