

# D.R. Jerome Gunasekar

Operations Manager



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## Summary

An Experienced Operations Manager with over 15 years of dedicated service in the Food and Beverage (F&B) industry. Demonstrated expertise in managing the overall operations of restaurants, hotels, and catering establishments. Proven track record of driving efficiency, improving profitability, and ensuring exceptional customer satisfaction.

## Skills

- Strategic Planning
- Team Leadership
- Process Improvement
- Budget Management:
- Supply Chain Management
- Risk Mitigation
- Quality Assurance
- Data Analysis

## Work Experience

### F&B Operations Manager

WALLS | Kuwait

2022 till Present

- Developing and executing strategic plans to optimize operations and achieve organizational goals. This involves analyzing market trends, identifying opportunities for growth, and implementing effective strategies to improve efficiency and productivity.
- Leading a high-performing team. Built and nurtured cross-functional teams, fostering collaboration, and promoting a positive work culture. Through effective communication, delegation, and motivation, Ensuring that team members are empowered to excel in their roles.
- Strong track record of identifying process inefficiencies and implementing streamlined solutions. Through continuous improvement initiatives, implemented cost-saving measures, enhanced operational workflows, and optimized resource allocation. Resulted in increased operational efficiency, reduced waste, and improved overall performance.

### Operations Manager

Browns Group of Hotels - Resort & Spa (Five Star Hotel) | Sri Lanka

2018 to 2021

#### Effectively managing the entire Food and Beverage Operations at the Hotel.

- Pizzeria Italian Restaurant
- Main Buffet - Dining Restaurant
- The Shore By O! Restaurant
- Villus Bar & Pool Bar
- BBQ Nation Restaurant
- Baywatch Seafood Restaurant
- Lobby- Coffee Shop
- Floor By O! Night Club & Restaurant

#### Offered a comprehensive range of F&B concept and services to the Maldives.

#### Overseeing the Food and Beverage Operations for:

- Marry Brown Restaurant | 3 Outlets
- Pizza Mia Italian Restaurant | 2 Outlets
- Coffee Republic Restaurant | 2 Outlets
- BBQ Nation Restaurant | 2 Outlets

## **Food & Beverage Operations Manager**

Al Sanbok Restaurant Trading Company | Saudi Arabia

**2014 to 2018**

Offered a comprehensive range of F&B concept and services to the KSA .

In overall operational in-charge for:

- La Gondola Italian Restaurant | 4 Outlets
- La Caravella Italian Restaurant | 4 Outlets
- Al Sanbok Seafood Restaurant | 3 Outlets.
- Al Sanbok Outside Catering. | 2 Outlets

## **Food & Beverage Operations Manager**

The Coffee Bean & The Tea Leaf | 7 Outlets | Sri Lanka / Singapore

**2011 to 2014**

## **Area Manager / F&B Operation Auditor**

Al Homazi Food Stuff Company | Kuwait / Iraq

**2004 to 2011**

Overseeing the operation for:

- Pizza Hut Restaurant | 6 Outlets
- Burger King Restaurant. | 11 Outlets
- Taco Bell Restaurant | 3 Outlets

## **Store Manager**

Al Shaya Trading Company | Saudi Arabia

**2002 to 2004**

## **Crew Member / Restaurant Supervisor /Asst: Restaurant Manager**

John Keels Holdings Pvt Ltd | Sri Lanka

**1998 to 2002**

- Pizza Hut Restaurant
- Deli France French Restaurant

## **Honor & Awards**

### **Certified Coffee Master Award (2013)**

Award was given by Mr. Jay Isais  
(Coffee Master & Specialist-USA)

### **Certified Coffee Specialist (2012)**

Award was given by Mr. Jay Isais  
(Coffee Master –USA)

### **Certificate of Appreciation (2012)**

By Mr. Ashvin Mohinani (CEO)  
The Coffee Bean & The Tea Leaf (Sri Lanka)

### **Management Achievement Award (2011)**

By Mr. Roland Knight  
(Business Development Manager) AAFES – USA  
Food & Beverage Management.

### **Certificate of Appreciation (2008)**

By Mr. Victore Martinez (Food & Beverage Operations Manager)  
AAFES – USA Food & Beverage Management (USA)

### **Management Performance and Duties ( 2008)**

By Mr.Leroy Elliot ( Food and Beverage Manager)  
AAFES - USA Food and Beverage Management.

### **Outstanding Customer Maniac Certificate (2007)**

By Mr. Irfan Mustafa (Regional Manager Middle East)  
Yum Brand International (USA)

### **Outstanding Job Performance Certified (2007)**

By My. Khalid Aliyan ( Operation Director )  
Al - Homaizi Food Stuff Company - Kuwait / Iraq Operation.

### **Outstanding Customer Maniac Certificate (2006)**

By David Novak (CEO)  
Yum Brand Internation (USA)