

## ZAHID ALI

King Khaled St 39255, Al-khafji, Saudi Arabia

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### PROFFESIONAL SUMMARY

Motivated Department Head Manager with 6 years of Operational Management experience. Recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team building record.

### EXPERIENCE

**08/05/2015 – 08/12/2018 – Al khafji, Saudi Arabia**

#### **Food Service Supervisor**

*Shawarma restaurant*

- Establish methods to meet work schedules
- Supervise and co-ordinate activities of staff who prepare and Portion food
- Train staff in job duties, sanitation and safety procedures
- Estimate and order ingredients and supplies
- Hire food service staff

Assesses inventory and request resupply when necessary.

- Disposes of spoiled items and adheres to sanitation process.

#### **Department Head / Inventory Manager**

- Manage budget and complete monthly and yearly reports detailing activities and improvement plans.
- Coordinated and place orders to suppliers.
- Organized storage layouts and delivery schedule.
- Identify and remove bottlenecks in storage and deliveries.
- Achieved 1.3 to 1.8% food cost controllable vs. 2% target by daily and weekly monitoring of inventory products.
- Worked directly with management to achieve high profit

### **Scheduling Manager**

- Matched available staff to positions.
- Manage costs for labor time.
- Scheduled employees to maximize profit and most benefit the restaurant while accommodating guest.
- Promote guest satisfaction to encourage repeat business.
- Coordinated communication with over 50 employees.
- Coordinated training schedules to Training Manager and Personnel Manager.
- Achieved labor target from 7% to 6% and below.

### **08/02/2019 – CURRENT – Al khafji , Saudi Arabia**

- Plan and oversee all repair and installation activities.
- Met customers to discuss products and services.
- Supervised, coached, and mentored staff.
- Processed customer sales transaction, adjustments and refunds.
- Conducted troubleshooting of database and system errors.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

### **EDUCATION**

#### **High school diploma 06-11-1999 till 13-03-2010**

Government high school Lower mall road Lahore, Pakistan

### **Certificates**

Level2 certificate in cleaning and support services

### **TRAININGS AND ACHIEVEMENTS**

Employee of the Month, August 2021

Sweetheart Kitchen

Manager of the Month, July 2017, May 2018 and July 2019

Manager of the Month, January 2015 and December 2016

Advanced Shift Management Course, Dean's Lister, February 2014

## **SKILLS**

- Inventory Management
- Staff Development
- Data Management
- Team Leadership
- Knowledgeable in using Microsoft Office (MS Word, PowerPoint, Excel)
- Training Management
- Basic Knowledge in Networking (Routing and Switching)
- Basic hardware and software troubleshooting

## **LANGUAGE SKILLS**

URDU, ENGLISH