

# **Mr Bilal Ijaz**

Dubai, United arab Emirates

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## **Objective**

Seeking new challenges in any occupation effectively utilizes professions experiences. Committed to ensuring exceptional customer service, maintaining high operational standards, and leading a team to achieve business objectives. Skilled in team building, training, scheduling, and inventory management, with a proven track record of exceeding sales targets and improving profitability.

## **Work Experience**

### **❖ Second Assistant Manager ( Nov 1,2022 – Current)**

*Mcdonalds, United Arab Emirates*

- Recruits, leads and develops people to execute outstanding Quality, Service, and cleanliness.
- Build sales and control costs to deliver optimum business results for a single McDonald's restaurant.
- Completes and presents performance appraisals based on defined goals and objectives for their employees in a timely manner.
- Controls assigned P&L Line items.
- Control food components, labour, waste, cash, and while managing shifts and/or areas.

### **❖ Assistant Manager( July 17,2021- Oct 31,2022)**

*Mcdonalds, United Arab Emirates*

- Manages shifts and/or areas without supervision. Prepares shift changeover for the next manager
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance as needed.

### **❖ Operations Manager ( Sep 12,2018- June 15,2021)**

*City Veiw Restaurant, United Arab Emirates*

- Manages shifts and/or areas without supervision. Prepares shift changeover for the next manager
- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant  
Formulate strategic and operational objectives
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs

## Skills

- Accuracy
- Handling heavy loads
- Work Under pressure
- Combination of sitting, standing, walking
- Flexibility
- Multi Tasking
- Client Focus
- Strong Communication Skills
- Team Player
- Ms Office (Word, Excel and Powerpoint )
- Repetative task
- Can Work over long Hours

## Education

- ❖ **Higher Seconday Education (Grade 12)** ( April 2017-May 2018)  
*Scientia Vision System, Pakistan*
- ❖ **Seconday School Certificate (Grade 10)** ( April 2016-May 2017)  
*Al-Farid Islamic School, Pakistan*

## Courses

- ❖ **Shift Leadership Foundation (SLF)** ( Oct,2021- Feb2022)  
*Mcdonalds, United Arab Emirates*
- ❖ **Person In Charge (PIC)** (Feb 2022-May 2022)  
*Mcdonalds, United Arab Emirates*
- ❖ **Advanced Shift Leadership (ASL)** ( May 2022-December 2018)  
*Mcdonalds, United Arab Emirates*

## Languages

1. English (Fluency)
2. Urdu
3. Hindi
4. Punjabi
5. Arabic (Fluency)
6. Russian (intermidiate)

## References

- ❖ Mr.Vinu Joseph ( Restaurant Manager at Mcdonalds )  
[vinu.Joseph@mcdonalds-uae.com](mailto:vinu.Joseph@mcdonalds-uae.com)
- ❖ Mrs.Farhana Kasim ( Head HR at City Veiw Restuarant )  
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