HIMANSHU VATS

**HAKIKAT NAGAR, MADHOPURI NEAR AVADH MANDIR, SAHARANPUR, UTTAR PRADESH.**

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# Profile

I am Experienced Operations Supervisor with a demonstrated history of working in the retail industry. Skilled in Research, Hospitality Management, Microsoft Excel, Customer Service, Understanding consumer behaviour and Business Management. Strong operations professional with a Master's degree focused in Human Resources and Hospitality & Tourism management from Cardiff Metropolitan University.

I have strong pro active approach towards business management and depth understanding of consumer behaviour. I’m dedicated to my career and have excellent Diverse and transferable skills. I had attained this over eighteen plus months working in a 24hr operating retail store and from secondary Business management studies.

I’m Versatile and responsible business management postgraduate who is creative and well organized with a proven enthusiastic approach. Seeking a work experience opportunity to gain greater insight into the industry, apply academic theory and contribute to employer’s business.

# Experience

**Assistant Operation supervisor- 2019**

**Spar Cardiff (Full-Time)**

* Supervising 24hr business store
* Customer behaviour and requirements analyses
* Duty allocation
* Shifts managment
* Staff Training
* Responsible for crisis Management
* Money Management
* Administration (others)

**Crew Member (McDonald Cardiff) 2018 Part-Time**

* Maintain a fast speed of service, especially during rush times
* Take orders from customers and input their selections into the restaurant’s computer systems
* Assemble orders on trays and in bags depending on the type of order
* Process large orders for events
* Clean your station thoroughly before, during and after each shift
* Respond to guest questions, concerns and complaints
* Supporting staff with other operations.
* Follow all restaurant safety and security procedure

**Customer Services Assistant**  – **2016**

**SPAR Cardiff**

• Helping in 24 hours running a business

• Deal with customer enquiries over the relating to a wide range of product issues.

• Demonstrated excellent skills in managing the store and segregating product according to customers demands.

**EDE & RAVENSCROFT London** - **2016-2018 (Team member) Part-time.**

* Delivered excellent service in Graduation ceremonies in the university of South Wales, Agriculture university Cirencester.
* Job dressing students up for graduation ceremony
* Worked excellent under stress situation because of the less staff.

**Industrial Trainee 6 months (Zuri white sand and casino resort, Goa) 2011**

* Controlling banquets and restaurant operations
* Setting up buffet (Breakfast, Brunch, Lunch, High-Tea, Dinner)
* Kitchen coordination with executive chef and order pickups
* Room services, KOT (Kitchen order tickets)
* Accounting various setups for business, corporate and wedding events in banquet.
* Human Resources management
* Evaluating staff daily attendance
* Dispatch of staff salaries coordination with executive HR manger
* Supporting trainee manager with new joining training
* New recruits allocation and site viewing.

**Skills**

Operations Supervisor (24hr) Business store

Business Management

Transferable skills speciality ( Teamwork, Motivation speaker, Leadership and research skills).

Researching (primary analyst)

Crisis managing

Supervising

Organizing (24hr store)

Customer Service specialist

# Education

**Education**

* M.Sc (Masters international hospitality and tourism management) **(2016- 2018)** **( Cardiff Metropolitan University ) graduation**

* Master (Business Administration) **Specialised Human Resource (2015 – 2016**) **( Cardiff Metropolitan University )**
* B.Sc (Hospitality and tourism management) **Chandigarh group of colleges India 2015**

# Awards and Acknowledgements

**Achievements**

* Promoted as Assistant Operation Supervisor (SPAR Cardiff) 2018
* Cardiffmet taught “Doctorate” validating panel member 2017
* Cardiff Met school international representatives at Rotary club cardiff 2016
* Recipient of Scholarship for M.Sc at Cardiff Metropolitan University 2016
* Recipient of scholarship to study at Cardiff Metropolitan University 2015
* MBA representative for business school Management (Cardiff Met) 2015

**Additional Information**

Indian passport with UK visa

**References**

International office Cardiff Metropolitan University, Western Avenue, Cardiff CF5 2YB Tel: 029 2041 6070

More will be available on request.