** Sheeraz S. Khawaja**

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**WORK EXPERIENCE:**

**NKA Group, Islamabad/USA**

**Project Manager** *Aug 2018-July 2019*

* Ensured that project of "Employability Skills Program" (ESP) is delivered on time and within the stipulated budget constraints
* Managed a team of professionals consisting of Content Writers, Graphic Designers, Sales and Media Management
* Developed comprehensive plans in order to complete the project on time
* Coordinated with third parties for the timely execution of the Project
* Ensured resource availability and allocation
* Monitored Project performance to see if deadlines are being met

**M. H. Alshaya LLC,** *Dubai, Nov 2014- Jul 2018*

**Area Manager/Training Manager**

* Managed teams of multiple locations, ensuring that they perform up to the standards defined under company SOPs.
* Achieved quarterly sales targets and devised strategies to increase sales
* Hired new team members and made sure they got appropriate training on products, service standards and presentation
* Worked closely with RGMs to identify and monitor training needs of current staff in order to develop them for their career growth.
* Ensured that all branches were in compliance with licensing, hygiene and health & safety regulations of the Dubai Municipality.
* Compiled and interpreted data from all branches on weekly/daily basis for sales, food cost and Voice of Customers to be shared with CEO
* Prepared budgets and LSM plans while monitoring and controlling costs to meet budget goals
* Conducted weekly and monthly audits and spot checks of all the branches

**Pizza Hut,** *Pakistan, May 2012- Jan 2014*

**Area Sales Manager**

* Lead a team of professionals and l managed 14 Branches of Pizza Hut in Lahore region of Pakistan.
* Achieved Quarterly Sales Targets of North Region and became top sales generating region of the country for two consecutive years
* Budgeting, team building, training, profit & growth strategies, cost control through P&L management.
* Devised programs for the growth of team members from within the organization.
* Completed YUM international’s certified program for Leading Multiple Restaurants (LMR) and for training the trainers.

**IHOP (International House of Pancakes),** *Chicago, USA Sep. 2002 – Nov. 2005*

**General Manager**

* Managed FOH/BOH restaurant operations for a high volume restaurant.
* Handled weekly inventory and vendor relations to ensure the timely and cost-effective purchasing of food, beverages, and small wares.
* Directed efficient guest flow through participative shift management, proper scheduling of full working staff and crew members including servers, bus persons, hosts/hostesses
* Successfully completed IHOP Certified Managerial Course
* Became certified trainer and Lead a program "Train the Trainers" which included training of managers from other IHOP stores

**KEY SKILLS:**

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| --- | --- |
| * Excellent Mgmt., Communication & Interpersonal skills * Teambuilding/Training/Supervision * Devising Sales Strategies * Achieving targets * New Store openings | * Forecasting monthly, quarterly & annual sales goals * Multioutlet Operations * Scheduling/Rota * Payroll/P&L Management * Profit & Growth Strategies * Budgeting & Cost Controls |

**EDUCATION:**

**MBA (Marketing)**Institute of Management Sciences, Lahore