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~~ Area Operations Manager ~~

Area operations manager for food at work by Zomato with over 13+ years of experience in the service, catering and retail industry, currently managing corporate operations by Developing the business through the key focuses to consistently drive towards maximizing the profits through sales and other operational factors. Result oriented business professional with proven abilities in strategic planning, managing operations & systems that optimize productivity and bottom-line. Train the managers in their daily jobs to empower on making decisions in order to better service to the consumers. Established a team spirited environment through a positive and proactive leadership by maintaining a superior performance always.

Key Skills:-

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| • Sales and P&L Analysis | • Customer/Public Relations Skills | • Inventory Management |
| • Profit Margin Improving and Cost control | • Recruitment & Staff Counselling | • Image Branding |
| • Problem Solving & Crisis Management | • Team Leadership & Motivation | • Equipment Maintenance |
| • Employee Scheduling and Supervision | • Performance Optimization | • Forecasting and Planning |
| • Staff Training/Development/Motivation | • Leadership and Delegation | • Strategic Marketing |
| • Team Building and Empowerment | • Organizational Development | • Audit Management |
| • Call Centre Management | • Vendor/Aggregators Management | • E-commerce & web control |

RESONSIBILITY HIGHLIGHTS

- Directly responsible for top line performance of corporate cafeterias in line with market goals
- Ensure 100% of the area of operations, achieving the customer satisfaction goals
- Controlling and coordination of vendors within the process limits
- Accurately control over forecast sales and labour, considering current trends and future promotions
- Achieving top-line and the bottom-line of the restaurants by analyzing line items of the p&l, and managing action plan to control & achieve over the budget
- Coordinate in building new salary structures in the competitive e-commerce environment for a better retention of employees in coordination with HR
- Build new marketing strategies for implementation within the market and ensure national marketing is rolled out in full on time in coordination with LSM manager
- Cost analysis to drive best of the profitability
- Timely completion of all projects and decision making
- Ensuring that the best quality products and services are delivered to each customer with high quality services, resulting in customer delight and optimum resource utilization by creating or modifying SOPs wherever required
- Ensure that the labour schedules and all paperwork, including legal and personnel documentation as per compliance are in place through quarterly structured unit visits
- Attending monthly, quarterly and yearly operational & financial meets and also feedback mechanism a priority to implement and improvise the performance of the restaurants

- Discuss and document the defective or unacceptable services with vendors. Determine the cause of problems and take corrective and preventive actions
- Ensure new product promotions & rollout of all marketing activities at the area level to successfully achieve the targeted mix of the product launch
- Quality compliance and working for quality improvement in consultation with QA
- Ensure all operations are absolute in line with the organizational policies and legal compliance
- Responsible to build new business and customer development by doing various digital and strategic marketing activities
- Enforce timely (TAT) resolutions of all types of customer concerns (face book, twitter, customer care, online, web based feedback, phone, In-store and through DaaS aggregators)
- Ensure creation of an energetic & cultured work environment, to achieve the commitment, to serve the best at speed with a smile always through Area coaches
- Developing and implementing procedures, control systems, for maintaining quality standards
- Ensure all financial & admin procedures are adhered all times and discrepancies are investigated to resolve
- Liaise with accounts payable department to ensure accurate and timely payment of invoices as necessary for the business with the supplier
- Conducting monthly training sessions & meetings with area managers to resolve all operational problems and maximize the productivity
- Setting weekly/Monthly/Yearly business objectives to area restaurants with a ultimate target of achieving the market MTD and YTD goals

CAREER ACHIEVEMENTS

- Best in the Delivery performance for the Country as a region for 2017 & 2018 in all the metrics
- Best in the Global business achievement of a single store in the regions
- Always exceeded the budgeted expectations (sales and profits over and above budgets) for the region in line with organizational targets
- Consistently controlled the shrinkage with a different strategy and methods to each area of restaurants
- National winner for best customer service and Taste you can trust (Kitchen tours) competition
- 2 Gold Medals for CHAMPS excellence review audits which get conducted quarterly, linked to BSC
- Top 1 ranked in yearly Balance Score Card (BSC) in the country Vs 300 restaurants
- Achieved 20+ awards in all the attended training sessions, seminars, development classes, monthly reviews and quarterly meetings as a Best participator, Overall performer, Good team worker, Great analyzer, Mr. Perfect, Good initiator, Trainer of the quarter and so on throughout the career with endless passion and always a positive attitude
- Initiated best & exciting staff incentive programs and fun at work activities for improving sales, cost controls, efficiency, customer satisfaction
- Worked with different strategies for all restaurants and always ensured in improving the service timings and operational excellence and increased the sales consequently comparatively with the market conditions and stood ahead always, in the area which made me a turnaround manager at Dominos
- Always been above target and Significantly above target performer throughout the professional career in the Performance appraisal every year at KFC
- Two international official visits for yearly financial data analysis meet to Dubai and Thailand

PROFESSIONAL BACKGROUND

Are Operations Manager <i>food@work by zomato</i>	May 2019 to Present <i>Hyderabad, Telangana.</i>
Home Service Manager (Delivery Head – AP & Telangana region) <i>KFC (Yum Restaurant International)</i>	May 2012 to April 2019 <i>Hyderabad, Telangana.</i>
Restaurant Manager <i>Domino's Pizza India Pvt Ltd.</i>	May 2009 to Apr 2012 <i>Hyderabad, Telangana.</i>
Second Assistant Manager <i>McDonalds India Pvt Ltd.</i>	May 2008 to May 2009 <i>Hyderabad, Telangana.</i>
Restaurant In charge <i>Cafe Coffee Day</i>	June 2005 to June 2006 <i>Hyderabad, Telangana.</i>
Part timer <i>Cafe Coffee Day</i>	(Apr 2004 to Mar 2005) & (June 2006 to Feb 2007) <i>Bhubaneswar, Orissa.</i>

EDUCATION

MBA in International Business <i>ADT University</i>	2016—2017
Certified in Green belt Six Sigma course (recognized globally) <i>Exemplar Global</i>	Nov 2016
BSc in Hospitality and Hotel Administration – Ministry of Tourism, India <i>IHM – NCHMCT&AN</i>	May 2007
Diploma in Tourism Management – IGNOU (New Delhi) <i>Correspondence Course through IHM</i>	Dec 2007
XII th – NIOS Board (New Delhi) <i>Sri Raghavendra Junior college</i>	Oct 2002
X th -- AP state board for secondary education <i>St.Joseph English Medium High school</i>	Mar 2000

TRAINING & CERTIFICATION

Gone through many training sessions (Certified) in professional career

- Taking People With You
 - Achieving break through results
 - Foreign Corruption Prevention Act
 - 360° Approach
 - Emotional intelligence
 - Result orientation and Drive excellence
 - Human Networking and Collaboration
 - Maximizing sales through Customer Centricity
 - Safety (First aid, Fire, Food)
 - Guest Experience Survey
 - How We Win Together
 - Leading virtually
 - Recognition to drive Performance
 - Area Coach Excellence
- IELTS with Average scoring of 6.0(competent user) and highest band of 7.0 in listening
 - Training of 12 weeks(House Keeping, F&B Service, Production) at Taj Residency Hotel, Vizag
 - Certified Barista(Exert in making coffee) by cafe coffee day in state wide competition
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VOLUNTEER

Voluntarily conducted several Corporate Social Responsibility Activities

- Helping hands to flood effected people in Andhra Pradesh (H2, 2009-10)
 - Global day awareness to people to obey it for the sake of green global (H1, 2010-11)
 - Road safety and safe driving skills awareness (H2, 2010-11)
 - Books and few toiletry items distribution to orphanage children (H1, 2011-12)
 - Save electricity – awareness activity to public (H2, 2011-12)
 - “Adding Hope” to Vizag KFC employees (Hud-Hud cyclone) (Oct 2014)
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PERSONAL DOSSIER

Date of Birth : 16th Oct 1984
Permanent Address : Flat No.G2, Cyber Space Apartment, Street No.9, Manikonda, HYD-500089
Language known : Hindi, English, Telugu and Working knowledge in Sign Language