Curriculum Vitae

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**Objective:**

Seeking a suitable job in a progressive dynamic organization where my education, professional experience and self-abilities would be advantageous to the growth of the company and myself. Well versed Operations and familiar with Sales, Promotions, Social Media Marketing, Food Costing, and Talent Acquisitions & Event Management.

**UAE Experience:**

**LALLUMMAS RESTAURANT - Dubai. -United Arab Emirates.**

**Restaurant Operations & Business Development Manager**

**Nov 2023 – June 2024**

**Healthy Pop Foods, (Quick Service Restaurant)**

**Global Village** (26th & 27th Season, **India Pavilion** (Snack Food Trading).

**Grand Barbeque** & **Persian Kebab** Restaurant (After the Global Village, used to take part in the Restaurant Operations.

**Operations Manager - 1 October 2021 to 25 November 2022**

Dubai – UAE.

* Coordinate daily Front and Back of the House operations
* Deliver superior service and maximize customer satisfaction
* Respond to customer complaints
* Review product quality and research new vendors
* Organize and supervise shifts
* Estimate for goods, utensils and cleaning products
* Maintain the sanitation and safety regulations
* Manage restaurant’s reputations and improve standards
* Control operational costs and identify measures to cut waste
* Create reports on weekly, monthly and annual sales and expenses
* Create discounts and Marketing in social media
* Train new and current employees on proper customer service practices

**Restaurant Controller *-* GRAND GOURMET RESTAURANTS DMCC**

(Ananda Bhavan (Value Business) & Chennai Express Restaurant (Volume Business).

**December 2017 to October 2021**

Dubai – UAE.

**Summary Of Experience:**

* Develop Job Description - Co-ordinate with PRO (Employment Visa, Labour Card, EID) - Employees/ Labour staff Insurance Procedures - Implementing Companies Policies & Procedures - Disciplinary Action Management, Monitoring the Organizatio, periodic documents renewal like Trade License, Occupational Health Card for Staffs, Visa Renewal & New visa for candidates, Establishment Card, Aggregators yearly contract, Grease Trap Cleaning, Vehicle maintenance, Vehicle Renewal, Empower Contract, Equipment’s annual maintenance contract, Recruiting New staffs, Duty Roasters, Weekly Account Cross Check from Aggregators, Etc.

**Responsibilities:**

* Organizing Party orders, promoting the Festival season Food through the Social media like Face book, Twitter, Instagram, WhatsApp, and LinkedIn & Advertisement by Google Timeline.
* Maintain the Local Online Platforms like Create Promotions, Preparing the combos and Traditional food menu according to the seasons.
* Monitoring the Log sheet for Food Temperature in Bain Marie, Refrigerators, Freezers, Kitchen & Dine-In Cleanliness for every after 3 hours a day.
* Analysis the Market price for Provisions, Vegetables, Fruits, Dairy Products, Gas, Cleaning products & Disposables every week
* Strictly follow the Government Labour Law, Rules & Regulation.
* I am playing a vital role for Employer and Employee relationship to run the organization smoothly and to achieve the target to success in the operations forever.
* Preparing Salary sheet, Payment for Utilities, monthly Fuel payment for Vehicles, Toll Recharges, Company Mobile payments, Internet payments, Etc.
* Recruitment - Attendance Management - Compensation & Benefit Management - Leave Settlement, Gratuity release, sick leave, Overtime, Salary Increment /Promotions - Performance Appraisal.
* - Employees Welfare.
* Employees Training & Development - Workmen Compensation - Manage Vehicle -Property - Data Management - Conduct Interview.

**Café Mart Plus (Quick Service Restaurant)**

March 2017 to November 2017

***Operations Manager.***

Dubai, UAE.

* Manage day-to-day operations of the café
* Hire and onboard new wait staff and baristas
* Train employees on drinks preparation and proper use of coffee equipment
* Coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk and other ingredients)
* Maintain updated records of daily, weekly and monthly revenues and expenses
* Add new menu items based on seasonality and customers’ preferences (for example vegan coffee drinks)
* Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
* Ensure all café areas are clean and tidy

**Event Management Experience:**

Chaat Bazaar& India Pavillion (Quick Service Restaurant)

**Operations Manager**

Season Event -

7 QSR Concept in India Pavilion – 26th & 27th Season Global Village.

* Plan event from start to finish according to requirements, target audience and objectives
* Come up with suggestions to enhance the event’s success
* Source and negotiate with vendors and suppliers
* Coordinate all operations
* Lead promotional activities for the event
* Supervise all staff (event coordinators, caterers etc.)
* Approve all aspects before the day of the event

**India Experience:**

**Liquid Rooftop Restaurant and Lounge, (Fine Dine - In Restaurant) &**

**Meal Box (Diet Food).**

Kingsberry City Centre

**Restaurant Manager - July 2023 to Oct 2023**

Tamil Nadu - India.

Restaurant Operations & Management.

**Shahina Healthy Foods,**

Cloud Kitchen – Corporate Meal Box

**Operations Manager – December 2022 to June 2023**

Thiruvarur, Tamil Nadu. India.

**Welcome Group LLC - June 2015 to February 2017**

*Purchase Coordinator.*

**Dubai, UAE.**

**Cyber World Internet Café - 15 Jan 2012 to 27 April 2015.**

*Own Business – Working Partner*

**Ajman, UAE.**

**Blom Bank France - 17 May 2010 to 13 Jan 2012.**

*Current Account – Cheque Clearance.*

**Dubai, UAE.**

* Sign for and distribute UPS/Fed Ex/Aramex packages.
* Research, price, and purchase and supplies.
* Coordinate and maintain records for staff, phones, parking, and office keys.
* Setup and coordinate meetings and conferences.
* Handling the petty cash accounts and Trade finance purchase materials.
* Maintain and distribute staff daily schedules.
* Other duties as assigned.

**Dania Group FZE - 01 February 2007 to 25 June 2009.**

*Secretary cum Office Assistant*

**Dubai, UAE.**

**Sudanese Emirate Glass & Metal Technology Company – November 2009 to April 2010.**

Front Desk Officer – Six month before commencement of Operations

**Sudan. Africa.**

**Hospitality Experience:**

Club Mahindra Holiday Resorts - INDIA - From July 2006 to December 2006.

**Restaurant in-Charge.**

* **Ashok Classic Hotel - JAIPUR. INDIA.**

Management Trainee.

* **Club Mahindra Holiday Resorts - KARNATAKA. INDIA.**

Management Trainee.

* **CAG Pride - TAMIL NADU. INDIA.**

Food and Beverage Service.

* **Vestin Park - TAMIL NADU. INDIA.**

Management Trainee.

**Education Qualification:**

* **PGDHRM (Post Graduate Diploma in Human Resource Management).**

ALAGAPPA University – May 2016

Karaikudy.

Tamil Nadu. India.

* **B.Sc. Hotel Management**.

BHARATHIDASAN University – July 2006

Trichy.

Tamil Nadu. India.

**Driving License Details:**

* **License No : 157266.**
* **Issue Date : 01-03-2015.**
* **Expiry Date : 28-02-2025.**
* **Issue Place : Ajman.**
* **License Type : Motor Cycle.**

**Computer Skills:**

* MS Office, Internet, Typing, OS Installation, Online Platform Integration, Posters Design, Etc.

**System Management:**

* Online Platform Integration Management.
* DMCC Portal Management.
* Global Village Portal Management.
* Social Media Marketing (Facebook, Instagram, Twitter & LinkedIn)
* Business Solution Management.

Personal Profile:

* Date of birth : 10.06.1983.
* Sex : Male.
* Nationality : Indian.
* Marital Status : Married.
* Place of Birth : Thanjavur.

Passport Details:

* Passport No : M7147899.
* Date Issue : 30-04-2015.
* Date Expiry : 29-04-2025.
* Place of issue : Dubai.