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| **UMAIR NAWAZ**  **INFO .**   |  |  | | --- | --- | | Address Book with solid fill | **UMAIR NAWAZ** | | Receiver with solid fill | **+971 52 260 6280** | | Email with solid fill | [umair.nawaz@hotmail.com](mailto:umair.nawaz@hotmail.com) | | Internet with solid fill | <https://www.linkedin.com/in/umair-nawaz-21aa25100> | | Marker with solid fill | Bur-Dubai Near Burjaman Mall, UAE |   **PERSONAL INFORMATION**   * Father’s Name Muhammad Nawaz * Nationality Pakistani * Passport CZ9611903 * Marital Status Single * Visa Status Visit Visa * DOB 02/07/1987   **SKILLS .**   * Project Management * Recruiting/Hiring * Inventory Management * Expert in Operating ERP * Administration * Staff Development * Vendor Coordination * Finance & Cost Control * Mentoring & Coaching * Exceptional Presentation Skills` * Time Management * Quality Assurance * Hospitality Management * Budget Administration * Revenue Generation * Customer Service * Strong Communication * MS Office * P&L Expert |  | **STATEMENT**  Passionate and dedicated professional with several years of progressive and diversified experience within the Restaurant Management industry. Dedicated to high levels of customer satisfaction, meeting aggressive business goals, building long lasting guest relationships and exceeding expectations in every aspect. Consistently recognized for outstanding performance in all positions held. An innovative individual who enjoys learning new skills while thriving in a fast paced environment  **EXPERIENCE**  **Senior Restaurant General Manager**  KFC PAKISTAN / UAE– QSR (January 2016 – November 2021)   * Supervise the day-to-day task assignments and performance for all management & associates * Ensuring as overall level of customer satisfaction and hospitality * Monitor operations and initiate corrective actions * Creating long term restaurant goals and action plans for sales & profit and people development * Ensure a pleasant experience for all customers, respond to customer complaints or inquiries * Supervising and looking after marketing activities including mini concerts, stalls & school tours * Managing sales to meet the budgets * Management of restaurant P & L and stewardship meetings. * Implement innovative strategies to improve productivity and sales * Nurture a positive working environment * Team building and development * Labor Management, along with labor training according to standards & procedures. * Estimate consumption, forecast requirements and maintain inventory * Ensure the planning and execution of established safety, security, quality and store operations policies, procedures and practices     **Assistant Manager**  TGI Fridays MALAYSIA– Casual Dinning (March 2012 – August 2015)   * Assisting with the day-to-day running of the restaurant * Deputizing in the absence of the Restaurant General Manager * Advising senior managers on staffing needs and personal issues * Overseeing restaurant staff performance and ensuring quality dinning * Cultivating a positive working environment for all staff to work in. * Organize work schedules, rotes and shifts, also appointing contract staff when needed * Ensuring that all equipment is used correctly, maintained and cleaning properly. * Calculating future needs in kitchenware and equipment and placing orders, as needed * Monitor compliance with safety & hygiene regulations * Conducting payroll activities in an accurate, timely manner * Recording all income and expenses and ensuring that cash registers are balanced   **Compliance Analyst**  Royal Bank of Scotland (August 2007 – July 2009)   * Review and analysis of accounts as per compliance policies * Follow the policies of SBP, Anti-Money Laundering * Daily MIS update * Collaborated with the compliance department to eliminate procedural errors and margin breaks * Recommended operational improvements based on tracking and analysis.   **EDUCATION**   * **Master’s Degree, Economics (2009*)***   Completed M.A (Economics) with 2nd Division from **Shah Abdul Latif University**   * **Bachelor’s Degree, Commerce (2006)**   Completed B.com with 1st Division from **Shah Abdul Latif University**  **CERTIFICATIONS & RECOGNITIONS**   * Certificate of Recognition, COLONEL’s CLUB Middle-EAST (Difference Maker) 2021 – **KFC PAKISTAN** * Certificate of Recognition (WIN ON TASTE) 2021 – **KFC PAKISTAN** * Food & Health Safety Certification 2019 – **KFC PAKISTAN** * Certificate of Recognition (Achieving Break-through Results) 2019 – **KFC PAKISTAN** * Certificate of Recognition (Achieving 04 consecutive “At Standard” ROCC) 2018-19 **KFC PAKISTAN** * TOP GUNS (Best performer of the year) 2017 **– KFC PAKISTAN** * Certificate of appreciation (Exceptional performance) 2017 – **KFC PAKISTAN** * Certificate of completion (Orientation & Food Safety) 2016 – **KFC PAKISTAN** * Certificate of Recognition (EYS- Earn your Stripes) 2014 – **TGI Fridays Malaysia** |