Naveen. Y

Flat No: 12, Building: 1028, Road: 828, Block: 308, Al Qudaibiya.
Tel: +973 32067867. / Email: naveenchowdary8292@gmail.com

OBJECTIVE

Multi-tasking professional engineer with 2+ years of experience in restaurant operational streams with good communication skillset and having expertise in database management system and other office management tools to use for daily base activities.

EDUCATIONAL BACKGROUND

Bachelors of Technology in (Computer Science Engg)	Andhra University, Visakhapatnam	2016	First Class
XII	Sri Chaitanya Junior College	2011	First Class with Distinction

WORK EXPERIENCE

Operational Manager at
Juclear Juice Group of Restaurants (India)
2nd November 2018 to 5th March 2021

Roles and Responsibilities

- Assigning the staff according to the divisions (kitchen & dining sections) to give a satisfied customer service to clients.
- Ensuring the restaurant & stores with equipment is maintaining a proper hygiene and following the social distancing protocol made by the respective authorities.
- Billed cash/transactions with detailed list will be submitted to the accounts department on the same day and maintaining a proper ledger for expenses.
- Creating new business opportunities based on different channels and social media platforms and adding value to the company by making a client base.
- Actively involving in front desk operations involves responding to calls, reservations & caterings.
- Plan a roster to the fellow employees and circulating the same with colleagues and allocating the work schedules for the consecutive months.
- Taking care of guests in a very professional way with to obtain customer satisfaction & handling if any service related complaints raised.
- Managing the database and giving a structure to business platform for new scope of business.
- Review the products received to stores and if quality is not upto the mark finding the alternative vendors for the same.
- Managing the fleet of vehicles in such a way that the orders/deliveries given are delivered in a timely manner.
- Receiving the orders from the client and scheduling the ordered items to deliver at the client premises within the stipulated time.
- Obtaining the necessary feedback from the walking/dine-in customers about the food and service received.
- Liaising with the stores and ensuring the raw materials (food & beverages including supplies) are supplied as per demand to the assigned outlets.
- Resolving the issues or complaints received with utmost priority and ensuring the customer satisfaction is assured.

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- Visiting the assigned outlets to ensure the staff are following the given instructions and collecting the complaints if any from them.
- Manage a team of 25+ operations associates, schedule work assignments and regularly evaluate employee based on their performances.
- To keep myself updated with respect to the supply chain management and pre ordering materials if required.
- Taking care of the counter and customers if staff are on emergency leave.
- Involves creation of various schemes and circulation them over the social media platform and digital marketing.
- Manage staff, including hiring, coaching and counselling, performance management and salary administration.
- Promote a team environment by encouraging open discussion, effectively listening and negotiating and sharing information.
- Developed strategies, budgets and deployment plans to inform and influence management.
- Established vision and master plan for regional supply chain end-to-end structure, sourcing and delivery.

EXTRA CURRICULAR EXPERIENCE & ACHIEVEMENTS

- Received appreciation from the management as best Business lead (Operations & Sales).
- Represented Juclear juice Bar in Exhibition Centre at New Delhi.
- Experience in SCM, Operations management, staff management and training staff.
- Good experience in MS Office and Database management systems.

PERSONAL SKILLS

- Multi-tasking and ease of adapting to new markets.
- Strategic planning.

SOFTWARE EXPOSURE

- PROGRAMMING LANGUAGES   : Java, C, C++
- RDBMS   : Oracle, SQL, MySQL
- Operating Systems   : Windows XP, Win-10, Linux, Mac
- Soft Skills.   : MS Office, (Excel/Word/Outlook).
- WEB TECHNOLOGIES   : Servlets, JSP, HTML, CSS, Java Script, jQuery
- SERVERS   : Tomcat, Windows 2003.

PERSONAL DETAILS

- Father Name   : Y. Srinivasa Rao.
- Date of Birth   : 19-10-1993
- Gender   : Male.
- Nationality   : Indian.
- Languages Known   : Telugu, English and Hindi.
- Passport   : N8443507.
- Marital Status   : Single.