

NAMRATHA HOORA

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**PROFILE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Results-driven professional with a proven track record of establishing operations and company growth.
* Creative thinker and a problem-solver with demonstrated ability to implement activities from planning through execution under the pressure of fast-paced, time-sensitive environments.
* Proficient in conceptualizing, setting up and running a operation both in the management and front end staff.

**EXPERTISE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Training Module Design
* Cost Control
* Quality Assessment
* Service staff Management
* Vendor Management
* MS-Excel, Word & PowerPoint

* Sale Target Achievement
* Staff Management
* Training and Hiring
* Inventory Control
* Indent Management
* Quality Control

EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Restaurant Operations*, Lanterns:*

*Bahrain*

* Staff supervision, quality control, supplies inventory and vendor negotiations.
* Marketing and developing plans and strategies to maximize business.
* Staff management for maximum productivity.
* Develop purchase system to reduce wastage.
* Training and ensuring excellent quality and presentation to meet operational standards.
* Plans and takes corrective actions to resolve issues in a timely manner.
* Implements procurement strategies to minimize costs and ensure timely delivery.
* Hiring staff to maximize efficiency and minimize labor costs without compromising quality of customer service.
* Adhere to Hygiene standards and ensure the same is being followed.
* Target and meet cost targets, and work towards new targets and goals.
* Create special events which match to new trends and customer needs and competitors in the market space.
* Cost was monitored and reduced from 41% to 34%, by keeping close track and driving projects related to the same.
* Develop social media campaigns according to changing seasons and time frames.

Restaurant Operations*, Jaffle’s Bistro :*

*Bahrain April 2018-March 2019*

* Responsible for setting up the Kitchen production unit from start of the project.
* Hiring and Training kitchen and service staff.
* Menu designing: ideate, plan and implement menu changes on a periodic bases.
* Kitchen Design: Designed and set up the Kitchen production team.
* Front of the house: Set up and implemented service delivery pattern.
* Executing Timely Preparation and delivery of end product.
* Manage, train and be the front line to process orders everyday if required.
* Encourage, Motivate and build team trust for optimum customer satisfaction.
* Bridge the gap management and Kitchen force to achieve targeted goals.
* Driving FIFO, Receiving and production processes.
* Adhering to policies and ensuring all processes are followed as required.
* Ordering Process: Set up ordering process for perishable and non-perishable items when required.
* Vendor Management: Coordinating and selecting vendors for required product to be delivered.
* Costing: Recipe management, Pricing and cost control of menu items.

Business Operations*,75 in a Box:*

*Premium fitness food: Bangalore, India Nov 2015-March 2018*

* Advancing the concept and directing until finished product is achieved.
* Organizing a rotation based Menu, to create a diverse menu for customers.
* Initial kitchen design and managing ongoing changes and update.
* Kitchen Design – designed and set up the Kitchen production team.
* Menu Management: Rotate Menu quarterly/Daily.
* Executing Timely Preparation and packaging of end product.
* Manage, train and be the front line to process orders everyday if required.
* Hiring and training of kitchen staff.
* Menu designing – ideate, plan and implement menu changes on a periodic bases.
* Delivering goal of 30%-40% controlled food production cost.
* Bridge the gap management and Kitchen force to achieve targeted goals.
* Weekly indent and forecast of sales.
* Driving FIFO, Receiving and production processes.
* Managing team shifts scheduling.

**Restaurant consultation**

 *Head Chef, Zengi Pub & Restaurant, Bangalore, India* *Feb 2014–Nov 2015*

* Kitchen Design – designed and set up the production house.
* Manage, train and be the front line to process orders everyday if required.
* Initial kitchen design and managing ongoing changes and update.
* Hiring and training of kitchen staff.
* Menu designing – ideate, plan and implement menu changes on a periodic bases.
* Delivered a goal of 30% food production cost.
* Manage service section alternative weeks to help service staff understand and help them upsell items to generate profits.
* Weekly indent and forecast of sales.
* Managing team shifts scheduling.

**Senior Sales Manager/Trainer**, *Dell International Services, Bangalore, India Nov 2004–June 2011*

* Involved in managing 15 teams of 12 to 15 employees each.
* Have helped in Sales-training requirements and further monitoring and handling them in their immediate employment period.
* Have worked with the bottom quartile employees by coaching and one-on-one sessions to improve their areas of opportunities in-order to help them meet Revenue and Customer Experience goals.
* Have monitored and helped teams achieve their respective daily, weekly and quarterly target to hit the Business set targets for Revenue, Close Rate and Customer Experience Ratings.
* Have conducted Sales training for the new and tenured employees for inculcating objection handling, negotiations, up selling and call handling techniques.
* Involved in the Certification of the new hires to gauge their selling skills and helping them further in the

Ramp-Up process.

* Taking escalations and converting no sale customers to sales at the same time ensuring customer satisfaction on all escalations.

**Senior Sales Executive**

* Attended inbound sale calls and acted as a sales consultant to the US Small and Medium business & Home and Small Business customers. The process included placing orders for Desktops, Laptops, Workstations or Software and Peripheral items.
* Qualified a Small Business Customer to a Large Opportunity Business based on future IT requirements and thus helped in the increment of revenue and margin for the company by building base for “Relationship Accounts”.
* Processed online orders and resolved queries for Customers with respect to their Dell orders through the Kana Mailbox.
* Mentored E-Sale New Hires and helped them with process knowledge.

Industrial Trainee, *Four Seasons, Mumbai, India*

* Part of the kitchen team and trained in different kitchens – Bakery, Continental, Banquets, Live, Indian Tandoor and Cold Kitchen.
* In charge of inventory pick-up and control management.
* Trained in stores ordering pick-up and store management.

Industrial Trainee, *ITC Gardenia, Bangalore, India*

* Part of kitchen team and trained in various kitchens.
* Spent a majority of time in Butchery.
* Live Grill and Live Italian Kitchen.

**EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Bachelor’s Degree in Culinary Arts – CGPA 9.2, *Manipal University, Manipal, India,*
* Pre University College – *Jyothi Nivas College, Bangalore, India, 2000–2002*
* All India Secondary School Leaving Certificate (SSLC) ­– *Carmel Convent School, Bangalore, India,*

*1989–1999*

**CERTIFICATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­\_\_\_\_\_\_\_**

ISG – International Sommelier Guild: WFCL Level 1 & 2.

**PERSONAL\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date of Birth : 25th April 1983

Nationality : Indian