



Name: NISHAL MUHAMMED
CPR No.: 800 25 16 28
Passport No.: J 4378904
E-Mail: nishalmuhammed@gmail.com
Contact: Call- +919605395521
+917510869559
Whatsapp - +973 39757802

Career objective

To obtain a challenging position that provides me an opportunities to exploit my knowledge and extensive development skills to the extreme levels of my ability and to continually upgrade myself to the highest levels of expertise enabling the organization to achieve its target and growth.

Work Experience

Professional Experiences, Roles & Responsibilities:

❖ PARKFINE HOSPITALITY SERVICES WLL/ VIP VALET PARKING SERVICES- Worked as Asst. Projects Manager Since (2017 to 2020)

- ✓ Trained and supervised a team of valets at different locations (**5 Star Hotels, Restaurants, Hospitals, VIP Events/Functions etc.**)
- ✓ Assigned all activities and tasks necessary to achieve the financial objectives of the locations.
- ✓ Enhanced staff performance levels to meet and exceed operational goals, increasing profit by 15%.
- ✓ Solved daily operational issues.
- ✓ Reviewed operational checklists daily and ensured all tasks were completed prior to departing.
- ✓ Investigated damage claims and dealt directly with customers on resolving any issues encountered at valet stations
- ✓ Compiled weekly volume reports for client briefings
- ✓ Managed all special events including quoting, billing, and staffing
- ✓ Trained new Valet Manager in all pre-existing location rules and procedures
- ✓ Planned work schedule, assigned duties and supervised workers' activities to ensure compliance with established rules and regulations.
- ✓ Kept daily record of operations, including money received, services performed and accidents reported.
- ✓ Managed the valet department ensuring professional and courteous service.

- ✓ Developed & implemented policies & procedures of valet while maintaining a high level of professional appearance, demeanor and ethics in dealing both with guests and the valet team.
- ✓ Conducted on-going coaching and held weekly staff meetings to discuss weekly events, budgets, and scheduling.
- ✓ Responsible for payroll and generated additional revenue by initiating sales of monthly parking passes to residents and other department employees.
- ✓ Generated daily reports and ensured all hotel guests were billed appropriately.
- ✓ Provided optimal customer services to both internal and external customers.
- ✓ Assisted customers in parking cars and directing them to appropriate venues and handled all customer complaints.
- ✓ Parked cars in a fast paced environment, while coordinating with a team of other valets at events such as weddings, funerals, bar mitzvahs and parties of two hundred guests or more.

❖ **INDIAN DISH RESTAURENT BAHRAIN- Worked as a Manager (Since 2016 to 2017)**

- ✓ Coordinating daily restaurant management operations
- ✓ Delivering superior food and beverage service and maximizing customer satisfaction
- ✓ Responding efficiently and accurately to restaurant customer complaints
- ✓ Coordinate daily Front of the House and Back of the House restaurant operations
- ✓ Deliver superior service and maximize customer satisfaction
- ✓ Respond efficiently and accurately to customer complaints
- ✓ Regularly review product quality and research new vendors
- ✓ Organize and supervise shifts
- ✓ Appraise staff performance and provide feedback to improve productivity
- ✓ Estimate future needs for goods, kitchen utensils and cleaning products
- ✓ Ensure compliance with sanitation and safety regulations
- ✓ Manage restaurant's good image and suggest ways to improve it
- ✓ Control operational costs and identify measures to cut waste
- ✓ Create detailed reports on weekly, monthly and annual revenues and expenses
- ✓ Promote the brand in the local community through word-of-mouth and restaurant events
- ✓ Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- ✓ Train new and current employees on proper customer service practices
- ✓ Implement policies and protocols that will maintain future restaurant operations.

❖ **PARK POINT VALET PARKING SERVICES – Worked as a Valet Supervisor (Since 2014 to 2016)**

- ✓ Assigned work to employees and monitored all complaints and resolved it accordingly.

- ✓ Monitored staff and ensured sufficient staff for managing volume business.
- ✓ Assisted customers and parked both manual and automatic vehicle in parking areas.
- ✓ Provided optimal customer services to both internal and external customers.
- ✓ Coordinated with other departments and maintained all transportation vehicles.
- ✓ Ensured compliance to all safety requirements.

❖ **PROTECT SECURITY SERVICES - Worked as a Control room Administrator with Mobile Patrolling (Dream Group co. W.L.L) (Since July 2008 to 2014)**

- ✓ CCTV Operating and Monitoring
- ✓ Provide emergency back-up, Checking for Billing and Invoicing
- ✓ Vehicle Tracking System (GPS)
- ✓ Health and Safety
- ✓ Daily Report to the Operations Manager and to the Clients (Incidents , Lost & Funds)
- ✓ Site Problem Solving
- ✓ Provide duty Rota view for the locations
- ✓ Controlling and Supervising Field Staffs
- ✓ Customer Services and Co-ordinates work with other departments
- ✓ Co-ordinates and plans the maintenance schedule for all facilities
- ✓ Checking how to Grooming Standards for Security guards
- ✓ Checking for assignment Instructions are completed
- ✓ Checking any Incident or Lost & found on time reported etc.

FUNCTIONS:-

- ✓ Inspects and verifying the staffs for their work performance.
- ✓ Supervising labor and materials level.
- ✓ Co-ordinates work with other departments.
- ✓ Receives and investigates emergency calls. (Security / labor / gate pass etc)
- ✓ Supervises the maintenance of records and reports on work performed.
- ✓ Prepares estimates, makes recommendations to Dept. manager & Facilities manager and controls expenditures.

❖ **AL – AHMED TRANSPORTATION IN KSA- Worked as a Store Keeper (Since 2005 to 2006)**

- ✓ Co-Operative the Management & Give help and assistance with queries
- ✓ Provide emergency back-up , Checking for Billing and Invoicing
- ✓ Pay roll calculation & Maintaining attendance card
- ✓ Overtime & Maintaining sick leave

❖ **AI – AKSA SUPER MARKET IN KSA- Worked as Sales Man cum Cashier (Since 2005)**

- ✓ Daily Sales and Customer Services.
- ✓ Cash Handling and Collection.
- ✓ Daily Sales report to Operations
- ✓ Replenishment of stock and Merchandising.
- ✓ Handling Customer Complaints.
- ✓ Stock Clearance

Education Profile

Examination	Institute/Board/University	Year	Percentage
Standard X	CBSE – The Govt. High School, Kerala	1997	70%
Standard XII	Calicut University	1999	60%
Computer Applications MS Office	Rajeev Gandhi Education, Kerala	2004	60%
Computer Application DTP & DCA	G-Tech Computer Education, Kerala	2005	60%
Guards Training	Guards Training School, Kingdom of Bahrain	2009	80%

Languages Known

- English
- Arabic
- Urdu
- Hindi
- Malayalam
- Tamil

Strengths

- Hardworking, sincere and dedicated
- Ability to work under stress and meet deadlines
- Result oriented, self-motivated, resourceful and able to work independently
- Excellent verbal and written communication
- Dynamic decision making ability

Skills

- Audio editing
- Video editing
- Painting
- Electrical Works

Computer Proficiency

- MS Word, Excel, PowerPoint
- Paint
- Outlook
- Adobe Photoshop
- Data base

Operating System

- DOS
- Windows 7, 8, 9, 10
- MAC OS
- Windows- 95/98/ XP/Vista

Vehicle License

- LMV license from Kingdom of Bahrain
- LMV license from India, Kerala

Other Details

- Date of Birth: 15 February 1980
- Marital Status: Married
- Nationality: Indian
- Gender: Male

References

Mr. Binoy Joseph
Managing Director
Park Fine Hospitality
Services WLL
Cell: 00973 34449122

Mr. Mashood
HR Manager
Park point Services WLL
Cell: 00973 38088822

Ms. Melanie Bantom
Operations Manager
Protect Security
Services
Cell: 00973 36094026

Declaration

I, hereby declare that all the information given above are true and correct with the best of my knowledge and I bear the responsibility of the above mentioned particulars.

(Nishal Muhammed)