

SATENDRA KUMAR

Area Manager –Retail & Operation

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PROFILE

Manager with over 15 years of experience into QSR and Retail. Multi-tasking Manager Proven skills in enhancing productivity, efficiency and bottom-line profits with forward-thinking leadership, Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits

EDUCATION

MBA

Gautama Budha Technical University, Kanpur

Bachelor of Art CSJM University

WORK



EXPERIENCE



Currently working with **JMD food Pvt. Ltd.**

From JAN 2021 to till date as **Area Manager –Hospitality & food services**

- Ensure full compliance to Store operating controls, SOP's, policies, procedures and service standards.
- Handling Complaints and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the Store annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Analyzed financial statements and payroll through product cost, labor and controllable
- Generated new business by developing marketing events, prospect calls and networking referrals
- Supervised, developed and delegated tasks to employees
- Developing improvement actions carry out Costs optimization.
- Draw up- plans and budget (revenues, costs etc.)
- Overseeing and managing all departments and working closely with department head son a daily basis.
- Recruited, hired and trained new employees, including monitoring and review of individual performance.
- Provide effective leadership to team members.
- Leading all aspects of business planning.
- Respond to audits to ensure continual improvement is achieved.

MAY 2019 –DEC 2020

Unit Manager –Hospitality & food services

Bikaner express



- Ensure full compliance of operating controls, SOP's, policies, procedures and service standards.
- Handling complaints, and oversee the service recovery procedures
- Responsible for the preparation, presentation and subsequent achievement of the Club annual Operating

Budget, Marketing & Sales Plan and Capital Budget.

- Manage on-going profitability of the Club, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the Club and management.
- Deliver budget goal sand set other short and long term strategic goals for the property.
- Developing improvement actions carry out costs optimization.
- Ensure that monthly financial out looks for Admin & General, on target and accurate.
- Draw up plans and budget (revenues, costs etc.)
- Overseeing and managing all departments and working closely with department head son a daily basis.
- Provide effective leadership to team members.
- Lead in all aspects of business planning.
- Respond to audits to ensure continual improvement is achieved.

JAN 2016–APRIL 2019

Unit Manager –Hospitality & food services



Bikano Chat Café

- Ensure full compliance of operating controls, SOP's, policies, procedures and service standards.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the Club annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the Club, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the Club and management.
- Deliver budget goal sand set other short and long term strategic goals for the property.
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- Draw up plans and budget (revenues, costs etc.)
- Overseeing and managing all departments and working closely with department head son a daily basis.
- Provide effective leadership to team members.
- Lead in all aspects of business planning.
- Respond to audits to ensure continual improvement is achieved.

MAY 2012 –DEC 2015

Asst. Manager–Retail sales & Marketing



M/S Aero Club (WoodLand store)

- Ensure full compliance of operating controls, SOP's, policies, procedures and service standards.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the Club annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the Club, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the Club and management.
- Deliver budget goals and set other short and long term strategic goals for the property.
- Developing improvement actions carry out costs optimization.
- Ensure that monthly financial out looks for Admin & General, on target and accurate.
- Draw up-plans and budget (revenues, costs etc.)
- Overseeing and managing all department sand working closely with department head son a daily basis.
- Provide effective leadership to team members.
- Leading all aspects of business planning.
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SEPTEMBER 2005 - FEBRUARY 2012

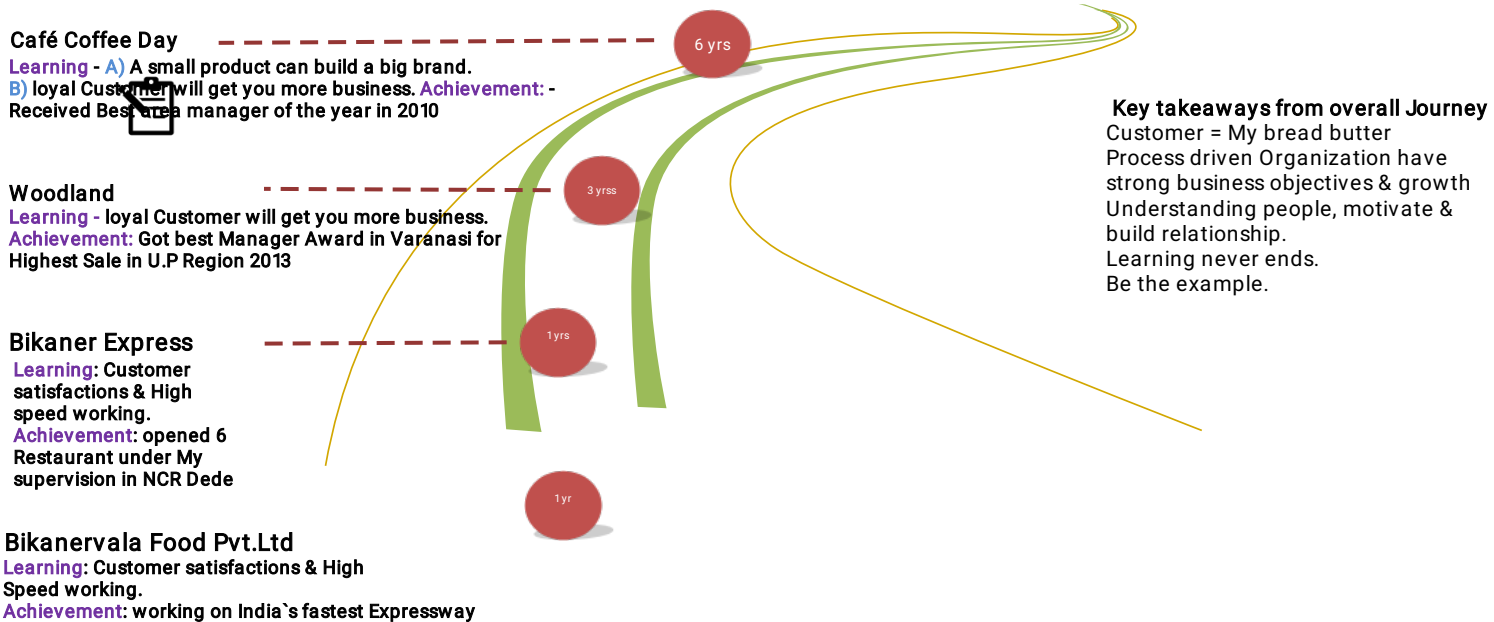
Café Manager - Operations



Cafe Coffee Day

- Responsible for the complete day to day management of the multiple outlets.
- Coordinating with different departments like F&B, SCM, Marketing, Audits, Human Resource, and maintenance etc.
- Responsible for the complete business of the multiple cafes, which include sales, F&B costs, staffing, marketing plans, cash etc.
- Ensuring the smooth and efficient functioning of the restaurant and maintaining the standard of excellence in service.
- Managed inventory and reduced shrinkage through detailed monitoring of daily operations and stock
- Evaluated production levels, quality standards and maintenance actions to identify and address operational problems and maintain targets.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals
- Directed all business functions in Area, including operational P&L financial duties, workforce planning, customer retention and customer service management.
- Supervised multiple location managers and managed assets, maintaining contractual, compliance and reporting requirements for all areas and assets.
- Drove revenues and team morale by developing and deploying sales contests
- Oversaw routine maintenance programs and scheduled service to keep equipment functioning at peak levels

Career Roadmap



AWARDS AND



HONORS

- Supervised team of 90 staff members.
- Achieved all the given KRA sand Targets
- Maintaining the consistency of 90 % and above in Audits which happens at regular intervals
- Got the Best Manager Award Woodland Varanasi
- Sponsors in Miss India Femina Show Agra (Cafe coffee Day)
- Done the ODC and given the 10 lakhs Extra revenue from outside sale in 2015-2016
- Received Café manager of the Year in 2015-16



- Got Best-Brew-master Award in the Region from In-touch café Coffee-Day Award Event.
- An appreciate on has received for achieving target by Ops Head.



SKILLS

- Problem-solving and decision-making
- Highly developed inter personal skills.
- Self-Motivated & Goal-oriented.
- Capable Manager and Staff motivator.
- Excellent work ethic & teamwork
- Organize, plan, and prioritize work
- A hands-on approach & Detail-oriented



LANGUAGES

- English, *Fluent (speaking, reading, writing)*
- Hindi, *Native language*



CAREER HIGHLIGHTS

Customer-centric, team-oriented Manager. Extensive Operation & restaurant experienced with Staff development, Team leadership, Revenue generation, Customer service qualities!

Aspires to manage successful operations in Restaurant & Lounge and Retail & E-Com

Well Manage JIO mart delivery and ensure within as per SLA

INTERESTS

Traveling
Book Reading
Playing Sports

PERSONAL DETAILS

Father Name : Shri R.L Jain

Marital Status : Married.

Nationality : Indian.





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