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Career Objective:

I look forward to being associated with an organization that would allow me to use my knowledge to the optimum along with constantly improving my skills in lieu with the strategies and goals of the organization.

Employment Profile:

- Professional experience of 15 months in UAE and 9 years in India with experience of all international chains of the fastest growing fast food company, best coffee chain in the world and 4th largest cinema all over the world.
- Demonstrated ability in regular monitoring of constant guest feedback and rendering prompt and efficient service.
- Demonstrated ability in analyzing sales figures on year on year data and removing bottle necks where in necessary
- Making sure the Profit and loss budgets been made by the HODs are been met over good margins and analyzing the needs of the stores needs and spending the amount where in necessary for keeping up company standards in mind.
- Advanced exposure in handling all restaurant operations including P and L planning, People management, sales building and checking market opportunities and customer relations
- Proven experience in conceptualizing and implementing sales promotional strategies as a part of brand building and market development effort
- Proven competency in storage techniques, inventory management and cost control
- Excellent communication and interpersonal skills coupled with strong team management skills
- Exploring challenging career in Customer Support / Operations with an organization of repute.

Education:**Institute of Hotel Management, Ahmedabad, 2006**

Bachelor's Degree in Science (Hotel & Food Nutrition)

Welingkarsinstituteofmanagement

Post-graduation diploma specialized in **SERVICES EXCELLENCE (customer services)**

Work Experience:

Smaaash entertainment Pvt. Ltd

General Manager Operations: From May 2019 till Date

Job & responsibility:

- Have been responsible to open the new outlet in the month of November 2019.
- Responsible for entire store operations including game zone and the restaurant and bar.
- The outlet's area of operations is 24000 and 40 team members work here including Assistant manager and supervisors and support team IT, Maintenance and house-keeping.
- Team training and development, enhancing their skills to boost revenue.
- I am responsible for target achievement and PNL of my Centre.
- The role requires planning for sales such as getting events organized by sales team from the corporates and birthday parties or get-togethers etc. and strategic planning for marketing activities with the marketing manager to boost up retail footfalls and event sales.
- Ensuring smooth operations and standard operating processes are followed.
- Maintaining smooth functioning between operations and other departments.
- Rolling out new sop and function as required.
- Analyzing games sales per game and applying solutions to improve the sales.
- Analyzing the Food and beverage sales and improving the same.
- Maximizing the profit and ensuring efficient and appropriate usage of resources.
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CinepolisIndia Pvt. Ltd

Unit head: From May 2016 to May 2019

Job & responsibility:

- Cinema operation with 8 screens and 58000 Sq.Area.
- Process implementation and ensuring smooth functioning of the same.
- Ensuring fire safety evaluations to be taken every day such as evacuation plan, fire extinguishers, emergency lights, fire panel, and team briefing on the same.
- Team development, process training, and team engagement.
- Follow-ups with multiple departments in head office and maintaining Public relations.
- License maintenance, renewal, new creation work.

- Maintaining Public relations with various government bodies like, municipal corporations, health department, PWD office, entertainment tax office, fire, electricity, etc.
- Team count of 80 operations employees, with 20 admin staff including 2 managers and departments such as IT, maintenance, HR, finance, Housekeeping, Security, Stores.
- Ensuring highest level customer satisfaction and maintaining higher operative standards.
- Box office Competition tracking, movie schedule programming, rebalancing, planning.
- Vendor creation, management, relations, follow-up. Procurement of items.
- Monthly budget planning, analyzing cost saving opportunities, follow-up.
- Inside cinema marketing activities.
- Optimizing cost on higher volumes and increasing revenues through ticket -price analyses.

Starbucks India Ltd. Pune, India.

Store Manager, from November 2013 may 2016

Job responsibilities:

- Team development and their growth planning with the help of partner development plan.
- Ensuring world class customer service experience.
- Action planning and execution in specific timeline.
- Educating team and customers about coffee, products, and ensuring team connecting to customers.
- Ensuring team involvement in store agendas and keeping them involved to ensure high productivity.
- Taking care of new team member training and development.
- And similar activities as a store manager of below mentioned details.

Domino's Pizza India Ltd., Mumbai, India

Deputy District Manager, from June 2008 to November 2013

Job Responsibilities:

- Handling 2 set of stores and reporting to District Manager.
- Handling the guest requirements and needs at all point of time throughout their presence in the restaurant.
- Carrying out deployment functions of Human Resource, including allocation of shift & work, monitoring and appraising the performance of staff.
- Leading a team of 60 staff members, providing guidance, motivation and responsible for their performance & productivity.
- Identifying location and studying the feasibility and area of improvement from that location if the sales from that area is decreasing and devising appropriate strategies to generate more revenue
- Conducting superior training to the staff members to enhance their capacity and contribute to organizational goal on regular bases follow ups as growing in the company is equal to retention of more staff.
- Organizing special events, promotional campaign to generate more sales

- Exercised strict measures in the restaurant and was successful in cost reduction
- Providing superior customer service towards customer satisfaction by achieving delivery of service quality and making sure we bring a smile on the face of the customer and converting sad or irate customer into delighted by treating them special.
- Generating MIS report on daily sales, cash / non cash transactions, inventory report, expensed report & revenue report and submitting to the higher officials
- Addressing and resolving various grievances aired by customers and staff, to maintain a harmonious working environment.
- Responsible for targets planning, cost control, profit & loss and other commercial functions.

Shamiana Restaurant, UAE

Acting Unit Manager, November 2006 to February 2008

Job Responsibilities:

- Handled the overall operations including table reservations, pricing, billing and administration
- Addressed the guest requirements and needs at all point of time throughout their presence in the restaurant
- Analyzed the consumption pattern and accordingly maintained optimum inventory holding at the restaurant to support additional demands
- Executed all inventory functions like, identifying potential vendors, raising purchase requisitions, inspecting incoming raw materials and conducting physical checks of all items on a regular basis
- Led a team of staff members, deployed them in various shifts, monitored their performance to sustain positive working environment to enhance their productivity
- Organized promotional campaigns & events as a part of brand building exercise
- Generated MIS reports on sales, cash flow, stock, inventory, and submitted the same to the management
- Administered various commercial functions such as liaising with statutory authorities for licensing and maintaining relevant documents

Achievements:

- Awarded twice as International manager for sales criteria in two years in Domino's pizza.
- Awarded as a coffee master certification in Starbucks coffee India.
- Successfully accomplished classroom facilitator certification.
- Awarded as a Store manager of the quarter 3, 2015-16.
- Contributed towards 6 major social activities towards society during the whole experience.
- Conducted some engaging fun at work activities for team bonding and fun.

Interests:

- Travelling and exploring new places.

- Watching movies.
- Spending quality time with my family and taking them out.
- Photography.