






Ravi Pandey

851, Sector-1, Vasundhara, Ghaziabad 

+91-9205414408 

RakeshPandey9795@gmail.com 

Seeking challenging assignments across Hospitality Industry where optimization of my experience and knowledge should happen.

Overview

- Currently working as a retail associate at Uniqlo India Pvt. Ltd.
- Result-oriented professional with vast experience in the Hospitality Industry in Business Development, Operations Management, Administration, Client Relationship and Team Management.
- Record of developing procedures, service standards and operational policies, implementing effective control measures to reduce running costs of the restaurant.
- Strong background in operations, management, public relations, and customer relations.
- Demonstrated capabilities in evolving innovative sales and promotional strategies, training and development, and team management.
- Keen operator with clear understanding of budgets, cost analysis, financials, business requirements and experience of operating numerous units.
- Excellent written, communication, interpersonal, liaison and problem-solving skills.

Education

AUG 2016

Bachelor of Commerce / Lucknow University

AUG 2019 (PERSUING)

Masters of Commerce / Lucknow University

Skills

- | | |
|---------------------------|--------------------------|
| • Hospitality | • General Administration |
| • Restaurant management | • Coordination Skills |
| • Operations | • Team Handling |
| • Relationship Management | • Inventory management |

Professional Trainings & Courses

- Time Management
- Achieving Breakthrough Results
- Train the Trainee
- Basic Shift Management Course
- System Management Course

Experience

OCT 2014 – MAR 2016

Crew Member / KFC - Yum Restaurant India Pvt. Ltd.

Ensuring maximum guest satisfaction by closely interacting with guests to understand their requirements & customizing products & services to their needs. Maintenance of Overall facility & equipment via an exclusive Preventive Maintenance Program. Played a key role in imparting trainings like Customer Mania Mindset Mission and Achieving Breakthrough Results Session etc.

APR 2016 – JULY 2019

Senior Maestro / Pizza Express

Implementing HACCP, local health & safety codes and company safety & security policies at workplace. Ensuring the compliance of the restaurant for all statutory safety norms involving guest & staff safety including food safety and hygiene standards.

SEP 2019 – TILL DATE

Retail Associate / Uniqlo India Pvt. Ltd.

Current responsibilities include Stock Management, receiving deliveries, cash wrap management and customer service.