***USMAN SAIFI***

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DOB: 23rd OCTOBER 1992

Marital Status: married

Nationality: Indian

Residing Country: India

**Working Experience:**

Currently working : working in cococart parent company is flamingo international as a senior sales executive Since Nov,2020

* **Position : SENIOR SALES EXECUTIVE**
* **Duties:**
* Inventory
* Scheduling of the staff
* Customer handling with the smile
* Resolving customer query on call
* Work hard to achieve the monthly Target
* Team building and motivation
* **(Pernod – Ricard** is a company from **France** which Dealing in Liquor at International airport of various country as well as domestic. which hire few **Brand Ambassador** to represent Their **whiskey** In International Market worldwide monthly average sales **$**11 million )
	+ **Position: *Brand Ambassador***

**Duties:**

* + Make the guest experience memorable in positives.
	+ Tell to guest about new launch whiskey and about their quality.
	+ Handling sales with positive attitude.
	+ Handling International passengers with pleasant smile.
	+ Handling inventory as well.
	+ Placing ordering too for day to day operation.
	+ Managing team for achieving target
* **Devyani International** (Worked as Shift manager with Divyani International group Pizza hut which is a master franchisee of pizza hut in India whose parent company is yum. Handling a Restaurant as SHIFT Manager with monthly sales of 10,0000 Rs with a staff strength of 14.) Dec 2014 - April2015
	+ **Position: *Shift Manager***

**Duties:**

* + Leads organizational excellence and guest experience.
	+ Maximizing sales and profit of the store.
	+ Reducing cost of operations
	+ Coordinate and run the entire outlet.
	+ Coaching and supporting the team members.
	+ Control pilferage at the front counter.
* **McDonalds**, New Delhi, India (worked at Vikas puri outlet, New Delhi . The outlet had an average of $89k per month, total seating capacity of 150 seats, staffing 50 team members, 1 Restaurant General Manager 1 First Asst manager, 3 Second Asst Managers, 2 Floor Managers and 1 hostess) Oct 2011 – April 2014
	+ **Position: Team Member** Oct 2011 – April 2012
	+ **Position: Team Trainer** April 2012 – Feb 2013
	+ **Position: Floor Manager** Feb 2013 -- April 2014
	+ Completed Basic Shift Management Course (Hiring & Recruitment, Handling restaurant operations, Basics people skills, Delivering QSC and V –Floor Control, Customer satisfaction and recovery, People practices, Security, Food Safety and Sanitation, Managing change, Workplace safety).
	+ Successfully completed the Basic Operations Management course (For smooth business operations).
	+ Completed Local Marketing Course (how to use limited resources to develop a profitable business operation)
	+ Also completed ADVANCED LOCAL MARKETING COURSE.
	+ Successfully launched HOME DELIVERY course at Mc Donald’s.

**Educational Qualification**

* + Passed Senior Secondary School Examination from C.B.S.E.
	+ B.C.A from Tamil Naidu University in 2014.
	+ Diploma in Hotel management and Tourism From Nainital 2016

**PERMANENT ADDRESS**

RZ- 1B /168 Dayal park, street No.5,

West Sagarpur,

New Delhi-110046

Date:\_\_\_\_\_\_

Place:New Delhi (USMAN SAIFI)