

# SHYAM CHANDRAN



## Personal

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## Interests

- hospitality management, Mixology

Over 6-year experience in marketing and 8 years of significant experience in hospitality. Effective at team building with first rate communication & training skills and ability to work well with Diverse, Multi- Lingual & Multi- Cultural staff. Promote & Maintain team morale and can-do attitude. Commitment to excellence in guest services with prompt resolution of challenges. Team leader who establishes goals & motivates employees to achieve objectives. I have a positive mental attitude, excellent communication skills and I am dedicated, responsible and results orientated.

## Work experience

- **Restaurant Manager** Dec 2019 - Mar 2021  
Supreme Bakery & Restaurant, Ashtamichita, Mala, Thrissur
  - Hire, train, and supervise restaurant employees
  - Create staff schedule to ensure appropriate staffing
  - Track stock levels of food, supplies, and equipment, forecast needs, and oversee ordering as necessary
  - Take ownership of budgets and cost control methods to minimize expenses
  - Address customer needs, comments, and complaints
  - Enforce employee compliance with health, safety, and sanitation standards
  - Process payroll and maintain all relevant records
  - Ensure all employees are working within outlined operating standards
  - Report on financial performance, inventory, and personnel
- **Business Development Manger** Aug 2017 - Oct 2019  
Uniao International General Trading LLC. Dubai, UAE., Dubai, UAE  
Identifies trendsetter ideas by researching industry and related events, publications, and announcements; tracking individual contributors and their accomplishments. Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations
- **Sales & Marketing Executive (FMCG, HORECA** Sep 2015 - May 2017  
Al Sharq Al Aqssa Trading Co. LLC (ASAAT). Al Quoz, Dubai, UAE  
Handling Dubai & Northern Emirates- Hotels, Restaurants, café, caterers, FMCG traders. Identifying new sales leads, Pitching Products and services, maintaining fruitful relationship with existing customers. Contacting potential clients via email or phone to establish rapport and set up meetings. Attending conferences, meetings, and industry events.
- **Asst. Marketing Manager** Aug 2013 - Aug 2015  
Aquarius Advertising Agency FZN. Ras Al Khaimah investment authority, UAE.  
Managing all marketing for the company and activities within the marketing department. Developing the marketing strategy for the company in line with company objectives. Overseeing the company's marketing budget. Planning and implementing promotional campaigns
- **Asst. Manager (Restaurant & Bar)** Sep 2011 - Jul 2013  
Al Hamra Marina yacht Club. Al Hamra Group, Ras Al Khaimah, UAE, RAS AL KHAIMAH, UAE
- **F&B Supervisor (Restaurant & Bar)** Sep 2010 - Jul 2011  
Acacia Hotel. Hamra Hotels and Resorts, Ras Al Khaimah, UAE, Ras Al Khaimah, UAE
- **Senior Bartender** Sep 2006 - Jul 2009  
Media One Hotel. Media city, Dubai, UAE, Dubai, UAE

## Education and Qualifications

### DIPLOMA

Jun 2002 - Apr 2005

Shanthigiri School of Hotel Management and Catering Technology, Kalamassey, Kerala – India May 2005

### High secondary

Jun 2000 - Apr 2002

SNDP HSS, chalakudy, Thrissur

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## Skills

mixology



Strong interpersonal and communication skills



Excellent leaderships skills



Working knowledge of general restaurant operations



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## Achievements

Employee of the month with Hilton Jumeirah for the month of November 2009.

Finalist of the Midori Cocktail Challenge Dubai 2008