

SHYAM CHANDRAN



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.

Personal

- Address**
URUNDOLIL HOUSE, PO.ASHTAMICHIRA
680731 MALA,THRISSUR, KERALA
- Phone number**
7306351853
- Email**
shyamc4u@gmail.com

Interests

- hospitality management, Mixology

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 Manager** 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 Aqsa 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
 - 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
 - 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
 - Media One Hotel. Media city, Dubai, UAE, Dubai, UAE

Education and Qualifications

DIPLOMA

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

Jun 2002 - Apr 2005

High secondary

SNDP HSS, chalakudy, Thrissur

Jun 2000 - Apr 2002

Skills

| | |
|--|-----------|
| mixology | ● ● ● ● ● |
| Strong interpersonal and communication skills | ● ● ● ● ● |
| Excellent leadership skills | ● ● ● ● ● |
| Working knowledge of general restaurant operations | ● ● ● ● ● |

Achievements

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

Finalist of the Midori Cocktail Challenge Dubai 2008