



Dinesh.R.Mane

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Customer Service Expert ☐ *MS Office "Power User"* ☐ *Adapt Written/Verbal Communicator*

OBJECTIVES

A challenging position to be a part of an organization, which will allow me to further utilize my skills and enable to acquire new abilities. Highly organized and detail oriented with rich corporate experience in providing thorough and skillful support. Additionally organizations, where I not only contribute in terms of helping achieve growth figures, but also provide a qualitative difference in the overall impact of the organization.

KEY SKILLS

Office Skills: Excellent interpersonal skills, office etiquette & phone manners ☐ Team Building Skills
☐ Filing Database & Records Management ☐ Analytical & Problem solving skills
☐ Effective written communications ☐ Knowledge of office administration.

Computer Skills: Word ☐ Excel ☐ PowerPoint ☐ Outlook ☐ Windows Vista/XP ☐ Internet

PROFESSIONAL EXPERIENCE

Barista Coffee Co. Ltd – Area Business Manager– April 2022 - Till Date.

Vile Parle East, Lokhandwala, Mindspace, Ghatkopar East, Andheri East.

- Formulate fruitful business development strategies to ensure long-term success
- Set standards and objectives for different stores and departments
- Optimize and oversee operations to ensure efficiency
- Lead a team of store managers towards effective collaboration and attainment of goals
- Undertake sound financial management to ensure stores are profitable and stay within budget
- Ensure compliance with company's policies and operational guidelines
- Deal with problems by providing creative and practical solutions
- Evaluate performance using key metrics and address issues to improve it
- Report to West Region Head on progress and issues
- Develop short term & long term operational plan for achieving the brand objectives
- Set strategic goals for operational efficiency and increased productivity
- Identify opportunities for growth in every market, plan marketing activations in collaboration with the marketing team and achieve the P&L Objectives.
- New store opening. Collaborate with the team to identify, present and execute NSO opening's as per defined targets
- Deliver highest standards of customer service as per the brand definition
- Works with Store Managers to develop restaurant-specific Annual Operating Plans

Cravez Food Delivery Food Aggregator– Operation Supervisor– March 2018 – April 2020 Kuwait

Handling Overall Restaurants in Kuwait

- Assisting top management in developing ops strategy and custodian of the entire task related to Cravez Operations.
- Managing communication with all the partner restaurants.
- Handling the complaints and issues of daily operations.
- Reviewing customer complaints and supporting the team to take quick action which is directly related to operations.
- Coordination with all the partner restaurants and support them on operations.
- Handling the communication with all the departments and all the partner restaurants.
- Coordination with support function team such as Content, Fleet, Back office, IT, Sales, HR, Marketing and Finance etc.
- Analysis the performance and share the feedback of new process and updates.
- Over viewing the duties, responsibilities and coordination of content, fleet and back office and corrective action when needed.
- Coordination with 125+ team and make sure the standard and process if followed as per Cravez.
- Leading the restaurants training and restaurant enrollment process
- Analyzing and maintaining the Daily reports and reporting Directly to Deputy CEO and MD.

Apparel Group Kuwait Tim Horton's – Store Manager – July 2016 – Dec 2017

Al Sayers Group Pvt. Ltd. Kuwait Gulf Caribou Coffee (Kuwait) – Store Manager April 2010 to Feb 2016

Dodsal Corporation Pvt. Ltd. Pizza Hut India Mumbai Kandivali East Thakur Village

Joined as a Team Member Jan 2003 – Restaurant Manager Jan 2010

As a **Manager** responsible for maintaining customer service, maintaining cash controls, purchasing and maintaining the store. Planning, strategizing, accounting the sales and profits. Evaluate monthly profit and loss reports and prepare all the other required reports and submit it to higher officials.

- To ensure 100% Customer Satisfaction and exceed their expectations, also establish & consistently deliver high standards of hospitality, store maintenance and accuracy through a team of Managers.
- Deliver 100% smooth operations to achieve consistent and great service and product standards.
- To achieve Sales Targets consistently by executing market wide promotions & developing specific promotions by studying the local trading area.
- To create delivery area maps and mark area of delivery and optimize on the best grids.
- To develop planned profit & loss statement also achieve profit plans by optimizing on resources & controlling variable costs including food cost, waste, employee meals, paper cost, labor cost, maintenance & repairs, utilities, operational supplies & miscellaneous.
- Analyzing & evaluating reports making action plans to fix the issues & executing the same with continuous evaluation.
- To control turnover by ensuring high motivation levels by in store activities, planning manager and crew schedules ensuring properly practiced and followed.

EDUCATION QUALIFICATION

**BBA from Mahatma Gandhi University.
Diploma in Business Management from Welingkars Institute of Distance Learning.**

PERSONAL INFORMATION

- Birth Date: 14 July 1982
- Gender: Male
- Nationality: Indian
- Marital Status : Married