

IRSHAD K.P

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PROFILE

Results-driven and dedicated F&B professional with over 7 years of hands-on experience in café operations, inventory management, retail sales, and accounts handling. Experienced in preparing daily and monthly financial reports, managing cash flow, and overseeing all accounting-related tasks to ensure accurate and transparent financial records. Proven track record in managing day-to-day business functions, leading and motivating teams, and delivering exceptional customer service in high-traffic environments.

EXPERIENCE

- **Managing Partner**
Saudi Café

April 2023 – March : 2025
Hyderabad, India

 - **Business Operations:** Managed all aspects of café operations to ensure smooth workflow, service consistency, and operational efficiency.
 - **Financial Management:** Experienced in preparing daily and monthly financial reports, managing cash flow, and overseeing all accounting-related tasks to ensure accurate and transparent financial records
 - **Customer Experience:** Improved customer satisfaction by implementing service standards, addressing feedback, and fostering a welcoming atmosphere.
 - **Marketing & Promotion:** Designed and executed marketing strategies to enhance brand visibility and attract new clientele.
 - **Supplier Relations:** Collaborated and negotiated with suppliers to secure favorable terms and ensure timely delivery of high-quality ingredients and supplies.
- **Café Operations Manager & Supervisor**
Café Ice Magic

December 2017 - January 2023
Hyderabad, India

 - **Operational Management:** Directed daily café operations to ensure seamless service delivery and consistently high levels of customer satisfaction.
 - **Team Leadership:** Supervised and mentored staff, managed schedules, conducted performance evaluations, and provided on-the-job training to uphold service excellence.
 - **Inventory & Procurement:** Managed inventory levels, led supplier negotiations, and optimized procurement processes for cost efficiency and timely restocking.
 - **Standards Compliance:** Maintained strict adherence to cleanliness, safety, and hygiene protocols in compliance with industry and legal regulations.

SKILLS

- Inventory Management & Stock Control
 - Customer Service & Experience Enhancement
 - Cost Control & Profit Optimization
 - Supplier & Vendor Relations
- Procurement & Supply Chain Coordination
 - Standards Compliance & Quality Assurance
 - Scheduling & Workforce Planning
 - Adaptability in Fast-Paced Environments

EDUCATION

- Bachelor of Commerce (B.Com)**
Kannur University – Kerala, India

2015 – 2017
- Higher Secondary Education**
Kerala State Board of Education – Kerala, India

2013 – 2015

LANGUAGE PROFECIANCY

- English
 - Hindi
- Tamil
 - Telugu