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Al Barsha Dubai, UAE

## EDUCATION

Bachelor of Science  
**D.A.V COLLEGE Chatrapati  
Shahu Ji Maharaj Univers,**  
Kanpur Uttar Pradesh

High School Diploma  
**PRATHIBA JUNIOR COLLEGE ,**  
Hanamkonda,(Dist)Warangal

High School Diploma  
**FATIMA CONVENT HIGH  
SCHOOL,** Telangana

## LANGUAGES

### English

Advanced (C1)

### Hindi

Upper intermediate (B2)

### kannada

Upper intermediate (B2)

### Telugu

Bilingual or Proficient (C2)

### Malayalam

Elementary (A2)

# JAMALPUR KARTHIK

## PROFESSIONAL SUMMARY

Flexible and hardworking Guest Services professional with strong leadership, planning and problem-solving abilities. Optimizes processes and procedures to maximize customer satisfaction and improve resolution efficiency user. Driven to keep team members engaged, focused and dedicated to customer happiness. Well-versed in collecting and reviewing customer data, producing reports and maintaining records. Highly analytical and organized with good communication and multitasking abilities.

## SKILLS

- Managing Operations and Efficiency
- Labor and Food Cost Control
- Business Operations Expertise
- Shift Management
- Food Preparation and Safety
- Hiring and Training
- Monitoring Food Preparation
- Safe Food Handling Practices

## WORK HISTORY

May 2022 - June 2023

**JUBILANT FOODWORKS DOMINOS PIZZA - Guest Delight Manager,** BANGLORE INDIA

- Monitored guest feedback, using to improve service and departmental operations.
- Monitored guest services personnel for efficiency and accuracy of response to guest complaints.
- Developed and implemented strategies to uphold safety and security of guests.
- Motivated and rewarded employees to improve engagement.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Defined clear targets and objectives and communicated to other team members.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.

June 2021 - March 2022

**Imperio hospitality - Floor Manager,** Kalyan Nagar Bangalore India

- Managed team of [Number] employees to maintain smooth-running operations of shop floor.
- Managed store inventory and stock levels to maintain availability of products.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues, and difficult customers.

- Oversaw employee performance, corrected problems, and increased efficiency to maintain productivity targets.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.

July 2020 - January 2021

**TATA CONSUMERS PRODUCTS LIMITED - Shift Manager**, BANGLORE INDIA

- Trained and mentored new employees to maximize team performance.
- Kept employees operating productively and working on task to meet business and customer needs.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Cooperated with coworkers to improve customer experience and manage storefront.
- Excelled in every store position and regularly backed up front-line staff.
- Supervised employees and oversaw quality compliance with company standards for food and services.
- Coached crew members to optimize performance and motivate toward more efficient work.

May 2015 - April 2020

**HMS HOST, THE BIAL BANGLORE AIRPORT - Supervisor**, BANGLORE INDIA

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.
- Monitored workflow to improve employee time management and increase productivity.
- Evaluated employee performance and coached and trained to improve weak areas.

February 2014 - January 2015

**TSA WARANGAL PATANJALI - Customer Service Associate**, BANGLORE INDIA

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.

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## **ADDITIONAL INFORMATION**

FATHER NAME : JMALPUR SUDHAKAR  
 MOTHER NAME : JAMALPUR VIJAYA LAKSHMI  
 DOB : 24-06-1997 : NATIONALITY : INDIAN  
 BIRTH PLACE : MAHARASHTRA INDIA  
 NATIONALITY : INDIAN  
 GENDER : MALE  
 MARITAL STATUS : SINGLE  
 PASSPORT NO : U9727310  
 DATE OF ISSUE : 19-03-21  
 DATE OF EXPIRY : 18-03-31

### **Declaration:**

I here by declare that the above written particulars are true to the best of my knowledge. I assure to come up to the expectations of the Management of the organization if given an opportunity in your esteemed organization.

THANKING YOU

**(JAMALPURKARTHIK)**