

# Kumar Kannaiyan



**Location:** Cluster I, JLT Dubai

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**Languages:** English, Tamil, Hindi, Malayalam, Arabic (basic)

An experienced, honest and hardworking managing with over 15 years' experience in the overseas hospitality sector. I am highly motivated with excellent communication skills, getting on well with both colleagues and customers, getting on well with a wide variety of people. I am willing to take on any tasks in order to get the work done, a 'can do' attitude which contributes to a successful business. My continual work history in this line of work has proved my ability to work well within a team as well as being confident to use my own initiative. Looking for an exciting position in a busy organisation that offers lots of variety and challenging duties. **Now looking to secure a Senior role within Hospitality within the GCC region. Available immediately.**

## CORE COMPETENCIES

- Enthusiasm
- Numerical Skills
- Team Working Skills
- Cost Control & Inventory Control
- Confidence
- Strong Decision-Making Skills

## ACADEMIC ACHIEVEMENTS

- **Food Production Course** – Hotel Management & Catering Technology, Thuvakudi, Trichy - 2001
- **Diploma in Computer Science** – Valivalam Desikar Polytechnic, Nagapattinam - 1997 – 2000
- **Higher Secondary Certificate** – Little Flower Higher Secondary School, Kumbakonam - 1995 – 1997
- **Secondary Certificate** – Vadamattam High School Vadamattam - 1995

## KEY ACHIEVEMENTS

- Top Gun Award for Top Team Leader from Green Beans Coffee Company - 2011
- Completion certificate of food safety manager's/supervisor's course, Camp Arifjan Kuwait - 2007
- Training certificate of 8-hour food handler course, Camp Arifjan Kuwait - 2006
- Training certificate from Damac Catering Company, Kuwait - 2006

## PROFESSIONAL EXPERIENCE

### **STORE INCHARGE, GRABADELI DMCC Cluster I JLT Dubai June 2024 – Till Now**

- Complete store operational requirements by scheduling and assigning employees; following up on work results
- Recruiting, training, supervising and appraising staff
- Managing budgets
- maintain statistical and financial records
- Dealing with with customer queries and complaints
- Preparing promotional materials and display
- Liaising with head office

### **RESTAURANT MANAGER, RAS Residency KUMBAKONAM TAMILNADU INDIA Oct 2023 – March 2024**

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Ensure compliance with sanitation and safety regulations

- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses

**STORE INCHARGE, GRABADELI DMCC Cluster Y JLT Dubai April 2017 – Sep 2019**

- Complete store operational requirements by scheduling and assigning employees; following up on work results
- Maintain store staff by recruiting, selecting, orienting and training employees
- Maintain store staff job results by coaching, counselling and disciplining employees; planning, monitoring and appraising job results
- Ensure availability of merchandise and services by approving contracts; maintaining inventories
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
- Market merchandise by studying advertising, sales promotion and display plans; analysing operating and financial statements for profitability ratios
- Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
- Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows
- Manage stock levels and make key decisions about stock control

**ASSISTANT STORE MANAGER, Lake View Mart (Jumeirah Lakes Tower, Dubai) AUG 2015 – March 2017**

- Assist the Retail Store Manager in planning and implementing strategies to attract customers.
- Coordinate daily customer service operations (e.g. sales processes, orders and payments).
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Monitor and maintain store inventory.
- Evaluate employee performance and identify hiring and training needs.
- Supervise and motivate staff to perform their best.
- Analyze consumer behavior and adjust product positioning.
- Handle complaints from customers.

**COFFEE SHOP MANAGER, Green Beans Coffee Company (Camp Salerno US Army Base, Afghanistan) Feb 2009 – March 2015**

- Increased sales and exceptional customer service through effective Service Management.
- Coached and mentored, to ensure that staff understood all policies, programs and standards.
- Reviewed efficiency and performance of cafe team members.
- Assisted with cash handling methods.
- Maintained, monitored and enforced excellent customer service standards for entire cafe staff.

**SUPERVISOR, Pizza-Inn, Damac Catering Company (Camp Arifjan US Army Base, Kuwait) June 2003 – Dec 2008**

- Delivering outstanding guest service which was validated by high scores on customer feedback cards.
- Maintained monthly inventory report to ensure sufficient stock was available.
- Evaluated and analysed customer feedback.
- Prepared the 'month end' and the special events reports for senior management.
- Sales forecasting and Budgeting.
- Customer service and conflict resolution.

**COMPUTER SKILLS**

- Microsoft Office: Excel, Word, PowerPoint.

**PERSONAL INFORMATION**

- Date of birth : 19.05.1979
- Nationality : Indian
- Driving Licence : Valid Indian Driving Licence
- Passport No : U4382326
- Date of Expiry : 17/08/2030