



PAWAN SHARMA



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Dubai



Indian

SKILLS

- Outstanding customer service
- Sales monitoring
- Operational support
- Supply negotiation
- Department management
- Recruiting and interviewing
- Operations management
- Consulting
- Employee scheduling
- Staff supervision
- Staff Management
- Negotiation

EDUCATION

2014

Saraswati Mandir High School
| Sonipat
A-Levels

2015

Hindu Institute of Technology
| Sonipat
Higher National Diploma

2017

Maharshi Dayanand University | Rohtak
Bachelor of Arts

2021

Institute For offshore and Maritime Studies | Mumbai
Indian National data base of Seafarers

PROFESSIONAL SUMMARY

- Forward-thinking Assistant Manager skilled at leading teams to efficiently meet goals.
- Successful background matching employees with roles for maximum performance.
- Upbeat and proactive with a strong focus on continuous operational improvement.
- Accomplished Assistant Manager with extensive experience in profitable, smooth-running sales operations.
- Adept in charismatic management techniques, inspiring team leadership, and effective budgetary operations.
- The specialist knowledge of insurance products and regulations.
- Target-driven Assistant Manager with extensive expertise in leading high-performing teams.
- Boosts profitability and company growth through motivational leadership, outstanding service, and smooth operational management.
- Enthusiastic management professional with demonstrated success supervising staff and building teams.
- Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods.
- Skilled in solving complicated issues and making proactive operational changes.
- Administrative leader experienced in business operations and team oversight.
- Seeks opportunities to improve processes, procedures, and practices. Excels with minimal supervision and decisively approaches problems.
- Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency.
- Uses independent decision-making skills and sound judgment to positively impact company success.
- Proficient in delivering encouragement and feedback to help employees be successful. Energetic professional with great poise. Well-trained in.

WORK HISTORY

07/2022 - Current

Assistant Restaurant Manager

King Group of Hospitality (Amritsr Restaurant) Dubai, United Arab Emirates

- Evaluated staff performance, implementing training and development programs to maintain exceptional service levels.
- Trained staff on best practices to achieve optimal productivity.
- Maintained store appearance, including shelving organization, store layout, and visual merchandise planning.
- Nurtured positive customer relationships, enhancing membership loyalty and driving client retention.
- Built customer relationships with a consultative sales approach.
- Carefully managed and recorded cash and credit transactions, diminishing financial discrepancies.
- Motivated management and staff teams to consistently deliver high-quality, customer-focused service.
- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Addressed customer issues with compassion and professionalism, ensuring swift, successful resolutions.
- Reviewed production issues and implemented corrective action plans, enhancing operational efficiency.

01/2017 - 12/2020

Assistant HR Manager

Core Integra Consulting services Pvt Ltd New Delhi, India

- Produced monthly performance reports for management to aid business improvements.
- Managed office inventories to maintain supplies and limit operational disruptions.
- Documented and filed confidential records for full compliance with privacy policies.
- Documented meeting minutes and distributed follow-up requirements to relevant team members for prompt action.
- Improved administration workflows to free up time and increase staff capabilities.
- Organized travel, hotel, and transport bookings for staff and clients, distributing tickets and information for smooth travel arrangements.
- Held company-wide town hall meetings to convey updates.
- Designed industry-leading employee engagement and recognition programmes.
- Acted as Personal Assistant to senior staff, enabling smooth business transactions through reliable administrative support.
- Updated diaries and calendars with events, appointments, and holidays for efficient planning.

- Partnered with management to establish a workplace safety curriculum for training and education purposes.

02/2016 - 03/2017

Senior HR Executive

KANODIA INTERNATIONAL PVT LTD | Delhi, India

- Accepted card, cash, and cheque payments in the POS register system.
- Helped customers obtain specialized help for refunds and exchanges.
- Managed customer lines for minimum wait times and high satisfaction.
- Maintain Monthly returns ESIC & EPF.
- Maintain a good relationship between Gov. liaisoning & Private.
- Identified need for maintenance and repair work, scheduling as necessary.
- Ensured company policies were implemented and adhered to.
- Maintained accurate and detailed compliance records.
- Reviewed and resolved complaints to uphold a positive company reputation.
- Updated company processes and documentation to accommodate new legislation.
- Drafted monthly and quarterly compliance reports to inform upper management.
- Reported audit results to identify and evaluate opportunities for improvement.
- Documented systemic compliance problems and inappropriate business practices for official reporting.
- Promoted the importance of proper regulatory knowledge throughout daily work.
- Verified company wages against regulations to assess compliance with employment requirements.
- Distributed information leaflets on regulatory compliance to business owners.
- Visited business locations for planned assessments and investigations of reported violations.

06/2015 - 10/2016

HR Executive

SKP ASSOCIATES PVT LTD. | Delhi, India

- Coordinate Human Resources staff, leading employees by example to maintain productive department relations.
- Reviewed and renewed company policies, ensuring strict legal compliance across all business activities.
- Devised and implemented successful employee retention strategies, including improved exit interview and onboarding procedures.
- Led annual salary reviews, talent reviews, succession planning, and performance management.
- Performed continuous checks on data access types and file permissions.

- Operated computers and data processing equipment in line with established procedures.
- Worked flexibly on a shift basis.
- Distributed batch job reports to end-users.
- Conducted high-volume data entry to deliver on company goals.
- Collaborated with IT team to establish cycle of operations.