

# VIVEK KUMAR

B.Sc. in Hospitality & Hotel Administration (B.Sc HHA)



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Vivek-kumar

## WORK SUMMARY

I have demonstrated my hotel management and hospitality skills throughout my successful **07 years** career in the **Fast-moving consumer goods (FMCG)** domain. I intend to work for a company which values commitment, loyalty and hard work. I am a hardworking individual which can be witnessed through my current role of managing a supermarket with purchase operation, maximizing profitability and setting/meeting sales targets, including motivating my subordinates.

## EDUCATION



### **B.Sc. in Hospitality & Hotel Administration**

**Jul 2011 – Mar 2014**

IHM | Institute of Hotel Management, Bhopal, India

Full Time



### **Floor Manager – Hypermarket Ansar Group, Dubai, UAE**

**2021 February - Present**

- Improve profit and attain sales target of supermarket.
- Deal with all complaints, queries and other related customer service issues.
- Review and process purchase order.
- Negotiated prices and making all contracts from Local suppliers.
- Build relationship with vendors.
- Schedules deliveries and ensure timely fulfillment of orders.
- Evaluates vendors based on quality, timelines and price.
- Overseeing and successfully running daily operations.
- Overseeing pricing and stock control.
- Managing budgets.
- Maintaining statistical and financial records
- Maximizing profitability and setting/meeting sales targets, including motivating staff to do so.
- Ensuring compliance with health and safety legislation.
- Preparing promotional materials and displays, Liaising with head office, Training, supervising and appraising staff.



### **Floor Manager- Supermarket Almaya Group**

**2019 Nov. – 2021 Jan.**

- Review and process purchase order.
- Improve profit and attain sales target of supermarket.
- Negotiated prices and making all contracts from Local suppliers.
- Build relationship with vendors.
- Schedules deliveries and ensure timely fulfillment of orders.
- Maximizing profitability and setting/meeting sales targets, including motivating staff to do so.
- Ensuring compliance with health and safety legislation.
- Preparing promotional materials and displays.
- Liaising with head office.
- Training, supervising and appraising staff.
- Overseeing and successfully running daily operations of the store.
- Overseeing pricing and stock control and managing budgets.

**West Zone, Supermarket, Dubai, UAE**

- Handled all local purchase order related to branch.
- Overseeing and successfully running daily operations of the store.
- Overseeing pricing and stock control
- Managing budgets.
- Maintaining statistical and financial records.
- Dealing with customer queries and complaints, Maximizing profitability and setting/meeting sales targets, including motivating staff to do so
- Ensuring compliance with health and safety legislation
- Preparing promotional materials and displays
- Liaising with head office.
- Training, supervising and appraising staff.


**Asst. Manager- Supermarket**
**Sep 2014 – Feb 2016**
**Walmart | Easy Day, Delhi, India**

- Supervise and train staff.
- Review staff performance and offer constructive feedback.
- Collaborate with team leads on setting and achieving team-specific goals.
- Purchase inventory based on current trends, availability of new products and customer interest.
- Display merchandise to maximize purchasing appeal.
- Organize sales and product demonstrations.
- Write sales and customer reports and make recommendations for improvements.
- Interact with customers and resolve complaints or grievances.

**May 2012 – Oct 2012**

**Internship : Hotel Le Meridien, 5 stars, Pune, India**

- Covering the departments of food & beverage services front office and kitchen operations.

**INTERPERSONAL SKILLS**

Enthusiasm	Verbal communication skills	Resourcefulness
Excellent IT skills	Team working skills	Confidence
Numerical skills		Awareness
Organizational skills		

**IT SKILLS**

MS-Excel	MS-Power Point,
MS-Word	SAP based software

**LANGUAGES**

<b>English</b>	<b>Hindi</b>
Read, Write, Speak fluently	Read, Write, Speak fluently

**ADMINISTRATIVE DETAILS**

<b>Passport Number</b> M8124654, Patna, India	<b>Visa Status</b> UAE Employment Visa	<b>WhatsApp Number</b> +971 – 553850197
Expiry: 08/04/2025		
<b>Nationality</b> Indian	<b>Date of Birth</b> 16-Jan-1991	<b>Driving License</b> UAE License, Dubai