

# MOHAMMAD IRSHAD

Al Nahda 2, Dubai (Open to Relocation)

+971 52 681 0306 | mohammadirshad7774@gmail.com

## PROFESSIONAL SUMMARY

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Dynamic Restaurant Manager with 8+ years of experience in the hospitality and restaurant industry, specializing in operations management, customer service, financial oversight, and team leadership. Played a key role in launching two successful start-ups—Lake View Restaurant, Karnataka (a tourist attraction) and Hungry Plates, Kerala, managing everything from menu creation to staff recruitment and promotions. Expertise in cost optimization, payroll management, vendor negotiations, and restaurant accounting. Skilled in Petpooja software and hands-on food safety compliance. Adept at enhancing operational efficiency, driving revenue growth, and delivering outstanding customer experiences.

## CORE SKILLS

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- Restaurant Operations & Start-Up Leadership
- Restaurant Accounting & Financial Management
- Food Safety & Hygiene Compliance (Hands-on Experience)
- Tally & Petpooja Software Expertise
- Team Recruitment & Payroll Processing
- Inventory Control & Supply Chain Management
- Menu Planning & Cost Optimization
- Staff Training & Performance Management
- Customer Service & Guest Relations
- Marketing Strategies & Sales Growth
- Budgeting, Profit Maximization & Revenue Optimization
- Vendor & Supplier Negotiations

## PROFESSIONAL EXPERIENCE

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- **Lake View Restaurant, Karnataka, India** November 2024 - April 2025  
Restaurant Manager | Start-Up Lead
  - Led the launch of a popular tourist-attracting restaurant, overseeing end-to-end start-up operations.
  - Designed and developed the menu, balancing customer demand, cost efficiency, and profitability.
  - Strategized and executed promotional campaigns, ensuring a successful grand opening.
  - Hired, trained, and managed staff, ensuring seamless restaurant operations.
  - Implemented cost-control strategies, optimized supply chain, and increased profit margins.
  - Ensured compliance with food safety regulations and consistently delivered high-quality customer services
- **Ponjikkara Cozinja Multi-Cuisine Sea Food Restaurant, Kerala, India** April 2024 - November 2024  
Restaurant Manager
  - Directed daily restaurant operations, ensuring efficiency, quality, and high customer satisfaction.
  - Managed payroll processing, financial reporting, and cost control strategies.
  - Supervised team performance, optimized table turnover, and streamlined operations.
  - Led sales and customer engagement initiatives, improving revenue and repeat customer rates.
- **Royal Bakers & Restaurant, Kerala, India** February 2023 - March 2024  
Branch Manager (Promoted from Floor Manager)
  - Managed restaurant and bakery operations, ensuring business growth and efficiency.

- Led team recruitment, performance monitoring, and training programs.
- Optimized menu pricing and marketing strategies, boosting profitability.
- Maintained inventory control, supplier negotiations, and food quality compliance.
- **Hungry Plates Multi-Cuisine Restaurant, Kerala, India** October 2021 - February 2023  
Restaurant Supervisor (Promoted from Captain) | Start-Up Lead
  - Played a key role in launching the restaurant, handling staff recruitment, setup, and initial operations.
  - Supervised front-of-house and back-of-house teams, ensuring efficient service and quality control.
  - Implemented cost-saving measures and inventory tracking systems, improving operational efficiency.
  - Led marketing campaigns and customer engagement programs, increasing brand awareness.
- **Career Break Due to COVID-19 (Restaurant Temporarily Closed)** January 2021 - September 2021  
The restaurant was temporarily closed due to the pandemic.
- **Mr.Cake Bakery and Cake Shop, Kerala, India** February 2017 - December 2020  
Sales Manager (Promoted from Sales Associate & Store Keeper)
  - Managed sales operations, store inventory, and financial transactions.
  - Implemented pricing strategies, increasing revenue and improving profitability.
  - Delivered excellent customer service, fostering customer loyalty.
- **Mundamattam Bakers & Coolbars, Kerala, India** October 2015 - February 2017  
Waiter, Sales & Biller
  - Assisted customers in product selection, provided recommendations, and promoted bakery and coolbar items to boost daily sales
  - Assisted in customer service, billing transactions, and order management.
  - Maintained cleanliness, hygiene, and stock management in the bakery.
  - Handled POS billing, cash transactions, and kitchen assistance as needed

## EDUCATION

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- **Kerala Board of Public Examinations (KBPE)** 2013  
Secondary School Leaving Certificate (SSLC)
- **The Directorate of Higher Secondary Education (DHSE)** 2015  
Higher Secondary Education (HSE)

## LANGUAGES

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- Malayalam – Native & Bilingual proficiency
- English – Fluent
- Hindi – Full Professional Proficiency
- Kannada – Full Professional Proficiency
- Tamil – Full Professional Proficiency
- Tulu – Full Professional Proficiency
- Beary – Full Professional Proficiency