
SACHIN UPADHYAY

C-85/17, Yamuna Vihar,
Delhi-110053.

Contact- 8745994160

Email id- sachup10@gmail.com

SUMMARY

Highly skilled, motivated, confident individual with exceptional multi-tasking and organizational skills. Effective and sensitive communication with clients and provide care to them with maximum benefits and ensure understanding of their issues if any and resolve efficiently. My objective is to use my education, interests and international cross-cultural experience with co-workers and customers to enhance the success as an Administrative Officer.

SKILLS

Adaptable to changing demands, team player, cross cultural communication, commanding, supervisor, analytic.

EDUCATION

2005-2010: BA Hons with
International Hotel Management,
Thames Valley University, London.

2004-2005: 12th Schooling from
Delhi, CBSE.

2002-2003: 10th Schooling from
Delhi, CBSE.

ADDITIONAL INFORMATION

Language: Hindi, English

Interest: reading books, sky diving,
exploring new places, playing
cricket.

PROFESSIONAL EXPERIENCE

2019-Present: Administrative Officer, British High Commission, Shantipath, Chankyapuri.

2015-2019: Restaurant Manager, Barush, Connaught place.

I was working as a Restaurant Manager. I've been managing this Restaurant from last 3 yrs. I have had many situations during operations which may reflect my strength and patience. Being the front face of my Outlet I always try to give all my efforts and experience so that we could achieve our target. Following are my responsibilities:

- Recruiting, training and supervising staff.
- Good services to the guests.
- Managing budgets
- Handling customer enquiries & complaints.
- Promoting & marketing business.
- Setting targets and ordering supplies.

2013-2015: Restaurant Manager, La Vie, Kahn Market

La Vie it's an Italian Restaurant where I worked as a Restaurant manager. My duties were:

- Inventory / cost control.
- Coordinating daily restaurant management operations.
- Superior food delivery and maximizing customer satisfaction.
- Best health hygiene and customer safety.
- Setting targets and tie-ups with new brands

2012-2013: Assistant Restaurant Manager, Espresso Grill, Connaught Place.

I worked here for a year with great enthusiasm and interest in every zone of the restaurant. I played various roles at this place:

- Made the restaurant approachable to all including differently-abled people.
- Maintaining restaurant revenue.
- Guest Satisfaction and customer services standards.

2011-2012: Assistant Manager, Reservation Department, Ramada Jarvis Hotel, London

- Handling customer queries over the phone and managing their reservations and departures.
- Great experience of handling their travel from one place to another.
- Reviewing the guest's arrival and departures.
- Responsible for preparation of occupancy forecast.
- Ensured special handling of VIP guests.

2010-2012: Bar Supervisor, Ramada Jarvis Heathrow, London

I worked here for 2 years with best of my skills to provide excellent customer service and their safety.

- Maintain stock and financial control.
- Maintained high standards of hygiene, health and safety.
- Ensuring time management.
- Maintaining stock availability.

2009-2010: Food & Beverage Manager, Holiday Inn Heathrow, London

- Forecasting, controlling and planning the ordering of food and beverages.
- Financial management.
- Maintaining people friendly environment.
- High standard service to the customers.

ACHIEVEMENTS

2011-2012: Rapid Promotion, Reservations, Ramada Jarvis Hotel, London

2011: First Runner Up, National Competition in Bar Management, Scotland

2010-2011: Bar Manager of the Year Award, Ramada Jarvis, London

2006-2007: First Prize, Annual Public Health Awareness Competition, Remi Metta Institute, New Delhi