

Abhishek Narjinary

Jalpaiguri, India 735232 | +91 7872138395 | narjinarya581@gmail.com

Summary

A proactive and skilled professional with experience in operational and sales management, coupled with a background in the hospitality industry. Proven ability to enhance efficiency, ensure regulatory compliance, and provide excellent customer service. Possesses strong communication, organizational, and problem-solving skills, with a commitment to achieving company objectives and fostering positive team environments.

Skills

- Operational Management
- Inventory Management
- Regulatory Compliance
- Time Management
- Effective Communication
- Resource Allocation
- Decision-Making
- Goal Setting
- Vendor Management
- Documentation and Reporting
- Performance Monitoring
- Risk Management
- Organizational Management
- Problem-Solving

Experience

Operations Manager | Sales and Marketing Management

| Siliguri, India | 10/2024 – 02/2025

- Maintained clear and effective communication with staff, providing guidance on tasks, projects, and addressing workplace concerns.
- Ensured adherence to all relevant operational laws and regulations.
- Developed and implemented operational policies and procedures to optimize efficiency.
- Coordinated training sessions for new hires on company policies, procedures, and job responsibilities.
- Collaborated with managers across departments to develop strategies aligned with overarching company goals.
- Monitored and improved process efficiency, team performance, and customer service standards.
- Oversaw inventory management, including timely ordering of necessary supplies.

Restaurant Steward | Senior Associate | Gangtok, India | 07/2023 – 05/2024

- Efficiently and accurately collected payments from customers.
- Strictly adhered to health regulations and food safety practices at all times.
- Processed payments accurately and efficiently using a POS system.
- Successfully organized special events.

- Maintained comprehensive knowledge of restaurant menu items and their ingredients.

Restaurant Waiter | Associate | Chennai, India | 09/2022 – 02/2023

- Performed opening and closing duties, including setting up the dining area, restocking supplies, and ensuring equipment functionality.
- Proactively checked on guests during meals to ensure complete satisfaction.
- Accurately processed cash payments using a POS system, ensuring correct change was provided.
- Supported fellow wait staff during peak hours, assisting with order taking for large groups.
- Warmly greeted customers, presented menus, and answered inquiries about menu items.
- Delivered food orders to tables promptly while maintaining appropriate temperatures.
- Replenished dining room supplies such as napkins and silverware as needed.
- Operated POS terminals to input orders, split bills, and calculate final amounts.
- Welcomed customers, addressed their questions, and recommended specials to enhance sales.

Education and Training

Diploma In Hospitality Management : Food And Beverage

| Global Spectra Institute of Hospitality Management | Siliguri | 05/2022

Diploma In Hospitality Management : Human Resources Management | Global Spectra

Institute of Hospitality Management | Silliguri | 03/2022

Certificate in Computer Application And Computer Concept : Commerce | Akash Institute

of Technology | Banarhat, Jalpaiguri | 03/2021

High School Diploma | Shri PM Kendriya Vidyalaya No.2 Binnaguri | Binnaguri | 03/2019

Languages

- English: C2 (Proficient)
- Hindi: C2 (Proficient)