



Aarnaaz Shaikh

SALON MANAGER

Employment History

MANAGER, LAKME LEVER PVT LTD, SALON

JULY 2022 – PRESENT

Working as a Sr Salon Manager for Lakme Team, handling customers, maintaining relationships, taking feedback, putting initiative to improve the work and mandating good leadership. Having KRA of maintaining good relationships, taking care of the salon, stock taking, billing, leading the team. KRA: * Team leadership and management along with training * Ensure proper sales are achieved every month. * Handling and maintaining good relationships with customers. * Maintain stock & keep track of stock taking doing audits. * Handling billing and collecting cash from customers. * Software Billing (Zenoti). * Retails Sales

RESTAURANT SUPERVISOR, FOOD BOX RESTAURANT, Ajman

NOVEMBER 2021 – MAY 2022

Working as Restaurant supervisor for Food Box Restaurant, handling customers, taking feedbacks, billing, stock handling, staff scheduling taking care of entire operational issues and maintenance, ensure to have a good atmosphere at work. * Team leadership and management along with training. * Handling and maintaining good relation with customers and solving complaints * Maintaining drivers and online delivery portals * Inventory management * Ensure proper maintenance * Staff Scheduling * Software Billing (POS)

MANAGER, LAKMÉ SALON PVT LTD, Mumbai

SEPTEMBER 2020 – SEPTEMBER 2021

Working as a Salon Manager for Lakme Team, handling customers, maintaining relationships, taking feedback, putting initiative to improve the work and mandating good leadership. Having KRA of maintaining good relationships, taking care of the salon, stock taking, billing, leading the team. KRA: * Team leadership and management along with training * Ensure proper sales are achieved every month. * Handling and maintaining good relationships with customers. * Handling feedback & ensuring the same is provided in detail. * Maintain stock & keep track of stock taking. * Handling billing and collecting cash from customers. * Software Billing (Zenoti)

BUSINESS SUPPORT EXECUTIVE, UBM INDIA PVT LTD, Mumbai

APRIL 2019 – AUGUST 2020

Working as part of the Business support executive team, as a customer support KRA: * Handling customer calls and inviting them to the events & telling them in detail about the events. * Handling email queries and sending those passes over the email once confirmed. * De-escalations of queries * Process optimization and solution innovation

BARISTA, TATA STARBUCKS PVT LTD, Mumbai

JULY 2017 – JULY 2018

Working as Barista, having KRA of making good beverages, handling customers, billing, maintaining food stock, ensuring good relations with customer and team. * Software Billing (POS) * Making hot and cold beverages, food handling * Maintaining cleanliness * Customer Relation 2 of 2

Details

Mumbai India

Currently in AL

Nahda, Dubai

+971 0504107314

aarnaaz.itv@gmail.com

NATIONALITY

Indian

DATE / PLACE OF BIRTH

23-03-1998

Mumbai

Skills

Billing Processes

Stock Control

Maintenance

Cash Register Operation

Sales

Sales Management

Team Management

Human Resources

Profit-Based Sales Targets

Training Activities

Calendar Management

Restaurant Operation

Leadership

Self Motivation

Customer Relationship
Management

Microsoft PowerPoint

Food Handling

Microsoft Word

Customer Support

Education

Diploma in Event Management & Media, Indian School of Media
JANUARY 2016

HSC, Patkar Varde College
JANUARY 2015

SSC, Canossa High School
JANUARY 2013

Data Analysis

Innovation

Beverage Products

Business Support Systems

Microsoft Excel

Business Process Improvement

Event Management

Coordination Skills

Retail Sales

Languages

Hindi

English