






# Prathamesh Salian

## CONTACT

 Dubai, UAE 00000  
 +971 56 268 7570 / 0562687570  
 prathamsalian21@gmail.com

## SKILLS

- Leadership skills
- Outstanding customer service
- Rota management
- Customer relationship building
- Business strategy
- Team motivation
- Financial reporting
- Staff recruitment
- Target implementation
- Customer-facing leadership
- Issue resolution
- Customer assistance
- Highly responsible and reliable
- Problem-solving
- Invoicing
- Operational support
- MS Office
- POS System
- Product knowledge

## PERSONAL DETAILS

**Date of Birth:** 21-Aug-1994  
**Nationality:** India  
**Marital Status:** Unmarried

## LANGUAGES

**English**

Fluent

**Kannada**

Fluent

## PROFESSIONAL SUMMARY

Target-driven Assistant Manager with extensive expertise leading high-performing teams. Boosts profitability and company growth through motivational leadership, outstanding service and smooth operational management.

## WORK HISTORY

**Assistant Manager** 01/2022 – Current

**Amma Star Restaurant** – Bur Dubai

- Assisting the general manager in organizing, planning and implementing strategy
- Coordinating day to day operations
- Ensuring that company guidelines are followed.
- Supervised and portion control and quantities of preparation to minimize waste
- Setting up and organizing schedules.
- Inspected and cleaned food preparation areas to ensure safe and sanitary food handling practices.
- Worked with store manager to develop action plans to increase performance and exceed sales KPIs.
- Built customer relationships with consultative sales approach.
- Monitored health and safety measures for guaranteed compliance.
- Maintained store appearance, including shelving organisation, store layout and visual merchandise planning.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Coordinated hiring, recruitment and training strategies to build successful administrative team.
- Recruited, interviewed and hired high-performing individuals, developing passionate, dedicated teams.
- Trained staff on best practices to achieve optimal productivity.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial
- Kept organization in compliance with regulations and internal requirements
- Directed staff to ensure large catering order were completed, setup and on schedule.
- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Maintained smooth-running business operations by delegating priorities to staff abilities.
- Managed over 60 calls per day and increased sales 15%.

**Cashier**

06/2020 – 01/2022

**Al Eumda Pastry** – Dubai

- Managed team by offering support and constructive feedback to improve skills and maximize potential.
- Monitored staff performance, continually seeking ways to improve team delivery for optimized financial success

## Hindi

Fluent

## Tulu

Native

## Arabic

Upper intermediate

## EDUCATION

### Bachelor of Business Management:

Commerce, 06/2013 – 04/2016

**M.S.R.S College Shirva, Udupi** – Udupi,  
Karnataka

## CERTIFICATIONS

UAE – PIC Certificate (Person In Charge)

## HOBBIES AND INTEREST

- Playing cricket

## PERSONAL INFORMATION

- Date of birth: 08/21/1994
- Nationality: India
- Marital status: Unmarried

- Maintained positive, professional working environment to optimize staff and customer satisfaction
- Used excellent problem-solving and issue-resolution strategies to rectify difficulties quickly and effectively
- Coached and mentored junior team members, regularly assessing knowledge and skills gaps and implementing corrective action.
- Balanced cashier drawers at end of shifts and logged any discrepancies.
- Completed opening and closing procedures each day.
- Dealt with customer complaints and rectified product and service issues.
- Maintained high levels of customer retention by resolving complex customer complaints.
- Set sales goals and motivated team to meet them.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Supported management in recruitment and staff development processes.
- Developed strong customer relationships, resulting in high rate of repeat customers.
- Logged transaction reports for up-to-date sales records.
- Monitored stock levels and ordered popular items to meet customer demand.
- Delegated tasks to staff to meet daily service requirements.
- Scheduled staff rotas to meet business demands within budget.
- Mentored staff on handling and resolving customer concerns.
- Built positive supplier relationships for cost-effective stock sourcing.

### Sales executive cum Cashier

09/2017 – 06/2020

### Golden Chariot Confectionery LLC – Dubai al Qusais

- Manage transactions with customers using cash registers
- Managed Inventory and directed support staff to assist.
- Increased sales and add-on purchases through strategic upselling and cross-selling.
- Addressed and resolved complaints regarding transactions and ticket issuing.
- Inspected products for damages and expiry dates before processing refunds.
- Packed and wrapped gifts with decorative details to match customer preferences.
- Increased loyalty scheme sign-ups by proactively discussing programmes during transactions.
- Maintained contact with customers throughout sales and pre-delivery process.
- Understood customer needs to craft exceptional sales journeys.
- Organized displays to promote inventory and encourage customer purchases.
- Accepted card, cash and cheque payments in POS register system.

## DECLARATION

The above information's are true to the best of my knowledge.

ORIGINAL TESTIMONIALS & CHARACTER REFERENCES AVAILABLE UPON  
REQUEST

Regards

(Prathamesh Salian)