



BIJAY KUMAR MISHRA

AT- Hirapur, P.O- Rambag DIST- Jajpur, Odisha, Pin-755014

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ADMINISTRATION/HOSPITALITY PROFESSIONAL

Seeking an opportunity across Admin related task in the domain of Guest Houses/ Canteens/ Housekeeping across Power Plant/ Oil & Gas/ Steel & Educational Industry

- Competent, diligent & extremely efficient professional with 18+ years of experience in managing the entire gamut of operations and functions related to Hospitality & Administration sector environment. **Currently working as Officer - Administration with SUZUKI MOTORS GUJARAT (Third Party Roll), Ahmadabad, Gujarat.**
- Strong background in Operations, Food Safety, Quality Control, Catering Technology & Security, Public Relations and Customer Relations. Industrious & resourceful professional consistently streamlining operations by utilizing & implementing processes that meet company standards and clients' needs, thereby ensuring profitability, **quality and excellent customer service.**
- Wide exposure to a variety of clients from diverse backgrounds and recognition from past and previous employers for successful **maintenance of international standards and utmost commitment to my work.**
- Adept at identifying business opportunities and building marketing thrust to exploit available market potential. Proven expertise in creating and **developing quality culture by deft menu planning and service excellence.**
- An unwavering commitment to customer service, with the ability to ensure **high quality and timely expedition of customer requests, builds productive relationships, resolve complex issues and win customer loyalty.**

Key Competencies

Hospitality • F & B • Quality Control & Catering Technology • General Administration • Coordination Skills • Manpower Management • Facility Management • Operations • Relationship Management • Staffing & retention • Time Management

PROFESSIONAL EXPERIENCE

Suzuki Motors Gujarat Pvt Ltd, Ahmadabad | Officer – Administration | Since August -2019

Essar Steel India Ltd (Contractual) | Sr. Manager Catering & Hospitality| May 18 – July 2019

Reliance Industries Ltd (Contractual) | Operation Manager (Catering) | April 17 – April 2018

JINDALSTEELPOWER LTD (Contractual) |Facility/Hospitality Manager |Feb 14 – March 2017

BHUBANESWAR INSTITUTE OF TECHNOLOGY | Catering/Facility Manager |Jan-12- Jan 2014

HOTEL RR GRAND, VISAKHAPATNAM |Food & Beverage Manager | Sep 2009 – Dec 2011

RADHA KRISHNA HOSPITALITY SERVICES | Hospitality Manager | Jan 2005 – Aug 2009

CELEBRITY HOLIDAY RESORT, HYDERABAD | Sr.Supervisor | Oct 2003 – Jan 2005

HOTEL SWASTI PLAZA, BHUBANESWAR | Food & Beverage Supervisor | Nov 2002 – Aug 2003

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- Monitor & maintain the quality of the Standard, ensuring relevant hygiene, health and safety guidelines.
 - Responsible for planning the set menu items and any specials as well as provide the recipes. Plan a La Carte, Buffet and Party Menu. Standardize Recipes, presentation of all a la carte dishes.
 - Control wastage, spoilage, pilferage and breakage & implement all Cost Control Procedures. Maintain the Official ISO records of Food Production Department.
 - Responsible for maintaining cordial relations with large corporate clients to assure satisfactory service and speedy problem solving. Address any complaints which affect the Bakery staff and resolve those issues.
 - Manage the team for better performance and efficiency while providing regular training sessions to the new incumbents in voice and accent as well as updating the existing ones; allocate work to the team members.
 - Responsible for daily operations, supervising all of the Team, maintaining cleanness, correcting table settings, maintaining a high service standard, taking an active part in the personnel training program, ensuring that the cleaning schedule is followed by the personnel. Oversee Staff leave and duty Roaster every month.
 - Responsible for handling different cuisine and dynamic operations, managing office operations, including inter/ intra departmental coordination, logistics of supplies quantitatively and qualitatively and exercising cost controls.
 - Responsible for maintaining cordial relations with large corporate clients to assure satisfactory service and speedy problem solving.
 - Handle the in-house needs of the team members and the restaurant, to check the quality of the food product, cleanliness and value & profit of the restaurant and service provided by the team members to the customers.
 - Rationalize the manpower at all levels while obtaining the optimal balance between top line and bottom line performance.
 - Plan framework for the management of material, service, information and capital flows including the increasingly complex information, communication and control systems required in today's business environment.

EDUCATIONAL CREDENTIALS

Diploma in Hotel Management & Tourism

I.H.M.T Bhubaneswar

Higher Secondary

Board of Secondary Education, Orissa

Intermediate (I.S.C)

C.H.S.E, Bhubaneswar, Orissa

Training Undergone

- 6 months training in **Hotel Operational** at **Tosali Sands Resorts**, Puri
 - 6 months training in **Quality Inn D.V Manor** , Vijaywada,A.P. FROM 15th July 2001 to 15th January 2002 .
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Date of Birth: 3rd May 1982

Hobbies: Social Networking

References: Available on Request

Personal Profile:

Name : *Bijaya Kumar Mishra*

Father's Name : *Ganeshwar Mishra*

Marital Status : *Married*

Strengths : *Hardworking, Sincere.*

Declaration:

I hereby declare that the information furnished above is correct to the best of my knowledge.

Date: -

Place : -

(Bijay Kumar Mishra)

