

# Pooja Hemant Kachare

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**CAREER OBJECTIVE:** To globalize myself according to the international Standards, wherein I can develop myself and help the organization growth and be a part in the organization's success

## ACADEMIC CREDENTIALS:

Qualification	Institution/University	Percentage/CGPA	Year
Bcom	Shivaji University ( Kolhapur )	7.4	2016

## WORK EXPERIENCE:

**Company Name: Jubilant Food works Pvt. Ltd. (Domino's Pizza)**

**Profile: Restaurant Incharge Operations (RIC) July 2021 – Till Now.**

### Work Involved:

- Contribute towards process improvement.
- Handling & Taking Follow-up from Shift Managers.
- Display ability to take extra responsibilities
- Display the skill and will to coach / train existing & new team members
- Share knowledge and experience with team members
- Handling Indent
- Preparing Daily, Weekly & Monthly Reports.
- Maintaining Customer relation
- Ensuring Customer Satisfaction Regarding No Supply Queries.
- Taking Escalated Calls
- To Project the sale target and make plan to achieve it
- Conducting LSM at Restaurant level
- Recruiting of new Staff.

**Profile: Assistant Manager Operations (July 2018 – June 2021)**

### Work Involved:

- Opens & close restaurant .
- Review inventory & daily par stock level.
- Greets & welcomes guests to the restaurant.
- Conduct daily audit on all store section.
- Check working condition of equipment's.
- Check quality of ingredients, preparation schedules with kitchen crew.
- Navigates all sections of the restaurants and assist in areas which need more assistance.
- Gives recommendation on menu and special of the day.
- Immediately addresses all concerns, complaints and questions from customers.
- Ensure all tables are complete with utensils issue.
- Manage cashiering station.
- Ensure cleanliness of restaurant.
- Prepares required reports and paper work.



**COMPUTER LITERACY:**

- Working Knowledge on MS Office (Word, Excel, PowerPoint,)
- Google sheets, slides & docs
- Dashboard pose & all software of dominos.

**SKILL SET:**

- Ability to work independently and in team environment
- Excellent in budgeting and negotiating skills
- Comprehensive problem-solving abilities
- Leadership Skills
- Team management. ( People handled)
- Risk Analysis
- Customer Problem Solving
- Process Excellence.

**LINGUISTIC PROFICIENCY:**

English, Hindi, Haryanvi & Marathi.

**HOBBIES:**

Listening  
Music.  
Interacting  
people

**Declaration:**

I do hereby ensure that the information herein is true to the best of my knowledge and belief.

**Place:** Mumbai

Pooja Hemant Kachare.