

OSMAN MAHMOOD

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PERSONAL PROFILE

As a Bachelor of Business Administration and after obtaining relevant international work experience within the hospitality industry, I am now ready to take on new responsibilities to further my professional career.

My key strengths include strong analytical and logical skills, an eye for detail, strong personality, communication and interpersonal skills.

I enjoy working in a team and help others progress. At the same time I work well independently. As a highly motivated and driven individual I strive on taking up challenges.

EDUCATION

Bachelors of Business Administration in International Hospitality Management with Marketing – Les Roches, Switzerland	2010
Swiss Hotel Association Diploma – Les Roches, Switzerland	2007 – 2009
Hotel, Restaurant and Tourism School Certificate – Lahore, Pakistan	2006
A – Levels – Trinity Catholic High School – London, UK	2001 – 2003

WORK EXPERIENCE

Regional Business Development Manager Middle East Global University Systems 13/1/2020 to 17/04/2020

- Responsible for business development of 4 School
- Responsible for the regional budget allocation, execution and ROI
- Oversee admissions, promote the universities and attract new students
- Understand and advise leadership board members about current research, demographics, enrollment trends
- Develop, monitor and execute marketing plans
- Promote the various universities by presentations, alumni re-unions, high school conferences & job fairs
- Attaining and delegating sales targets
- Compiling various reports and presentations for Global Business Development Head
- Nurturing students through various stages of the recruitment cycle, with compatibility assessment till they reach campus

Involved in personal and family business

01/08/2018 to 09/01/2020

Regional Manager for Laureate Hospitality Middle East & Pakistan (owning company of Les Roches Global Hotel Management Schools and Glion Institute of Higher Education Global).

16/04/2014 to 31/07/2018

- Responsible for recruitment, marketing and business development of 4 School brands 9 campuses and 12 countries
- Responsible for the regional budget allocation, execution and roi
- Oversee admissions, promote the universities and attract new students
- Understand and advise leadership board members about current research, demographics, enrollment trends
- Develop, monitor and execute marketing plans
- Promote the various universities by presentations, alumni re-unions, high school conferences & job fairs
- Attaining and delegating sales targets
- Compiling various reports and presentations for regional director and corporate office
- Worked with MNC'S to promote Hospitality Education and ensure contracts for their L&D department development
- Responsible for attaining accreditation for the various schools with ministries of education
- Nurturing students through various stages of the recruitment cycle, with compatibility assessment till they reach campus
- Responsible to set-up an agent network, organize alumni events, seminars, exhibitions and conferences

Corporate F&B Director Hashoo Group Hotels Pakistan

13/01/2013 to 28/03/2014

- Responsible for overall customer satisfaction/salt results of all hotels
- Overall pricing strategy/menu engineering/marketing promotions
- Responsible and liaising with all property F&B Directors on all service related issues/queries
- Compiling budgets/strategies/technique
- New restaurant design and hiring for new properties
- Act as a mystery guest in various properties and outlets

- Maintaining an up to date shot analysis of the hotels offerings on a city basis
- Implementation of new product designs/trends/menu items with collaboration of corporate chef

The Ritz Carlton Hotel Company LLC Riyadh Opening Food and Beverage Outlets Director

14.10.2011 to 29/12/12

- The worlds most luxurious palace hotel
- Opening Hotel experience
- Managing, training of food and beverage team
- Creative and innovative approach
- Maximizing restaurant profitability, whilst controlling labour/food/beverage/general costs involved in organizing, leading, coaching and training all colleagues from multi-cultural backgrounds. maintain a constant check on their level of performance, maintaining high staff morale and team spirit within the department to ensure a healthy & safe working environment
- Working alongside multinational guests with diverse expectations
- Work together with the culinary & stewarding team to ensure that all food service meets or exceeds guests' expectations
- Learning coach for team
- Developing SOPS for opening

Four Seasons Dublin a 5 star luxury hotel has 6 F&B outlets with extensive banqueting facilities.

- Worked in banquets supervising events
- Worked in restaurants supervising functions
- Making staff schedules
- Implementing techniques for hotel up selling and profitability
- Working in stewarding supervising events
- Implementing trainings □
- In charge for beverage/food/linen requisitioning
- Part of haccp team implementing documentation, procedures and policies

12.07.2008 - 11.07.2009

Hilton, UAE, Elevator Management Training

- Hilton creek, dubai, a 5 star business hotel has 5 F&B outlets with the famous VERRE by Gordon Ramsay.
- Hilton jumeirah, dubai, a 5 star resort hotel has 10 F&B outlets with the renowned Italian BICE restaurant
- Hilton Abu Dhabi, a 5 star hotel has 10 F&B outlets with the renowned Italian BICE Restaurant
- Management training in Hilton Creek Dubai with cross exposure in Hilton Jumeirah and Hilton Abu Dhabi
- Training includes:
- Compiling stewarding manual and taking initiative in the haccp manual
- Ordering food and beverage stocks
- Involved in service operation of all F&B outlets in Hilton Creek, Jumeirah Abu Dhabi and especially
- Verre by Gordon Ramsay
- Developing and implementing promotions
- Responsible for day to day operations in kitchen and service
- Analysing monthly reports for outlets and department
- Making sale forecasts
- Making staff schedules
- Implementing new SOPS and retraining on old
- Responsible for scheduling meetings and trainings
- Responsible for making minutes of meetings
- Doing competitor surveys
- Implementing new mini bar lists
- Implementing new pricing for F&B outlet menus
- Responsible for day to day operations in I.T department, purchasing and finance related to food and beverage
- Responsible for day to day operations in receiving department
- Monthly inventories of beverages, food products and equipment

La Diligence, Crans Montana Switzerland

09.01.2007-18.06.2007

5 Star Luxury Hotel in Switzerland

- Food & Beverage senior supervisor 6 month contract
- Responsible for day to day operations in food and beverage outlets
- Ensure compliance of brand standards
- Manage guest queries in a timely and efficient manner
- Assist other departments wherever necessary

Holiday Inn, Lahore, Pakistan

16.12.2004 – 16.12.2006

- Holiday Inn Lahore is a 5 star hotel with 4 restaurants and 3 banquet halls
- Responsible for day to day operations in food and beverage outlets, kitchen department and receiving department
- Calculated cost and preparation control for recipes and procedures
- Responsible for purchasing of food and beverage items
- Responsible for day to day store operations involving FIFO and Haccp

ACHIEVEMENTS

- Gold medalist SHA diploma
- License to review course
- Train The Trainer
- Basic HACCP
- Intermediate Food Hygiene
- Chemical usage health & safety course
- Represented class as class delegate for 2 years
- Elected for global web marketing video campaign for les roches
- Elected for eta sigma delta honours society

LANGUAGES

English: Mother tongue
Urdu: Fluent
French: Basic
Italian: Basic

OTHER SKILLS

Microsoft office, internet explorer, outlook express, excel, micros pos, linear programming valid
International driving license

PERSONAL INFORMATION

Permanent Address: 101 Warren Road Leyton London E10 5PZ
Date of Birth: 26.12.1984
Nationality: British
Marital Status: Married

HOBBIES AND INTERESTS

Reading, cricket, boxing, swimming, hiking, squash, poetry writing, music and dining

REFERENCES

Outstanding references available on request