
VARUN GOPAL

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PROFESSIONAL SUMMARY

Dedicated and results-driven Office Manager with over 10 years of experience in diverse industries, including hospitality, retail, and sales management. Adept at optimizing operational workflows, leading cross-functional teams, and enhancing customer satisfaction. Proven expertise in developing strategies that drive business growth and improve organizational efficiency. Known for strong analytical skills, problem-solving abilities, and a commitment to exceeding targets. Detailed orientated individual experienced in administrative procedures. Oversees day-to-day duties with strong planning and organisation skills to delivers projects in timely manner.

WORK HISTORY

Assistant manager, 04/2023 - Current

Popeye's - London, United kingdom

- Led daily operations, ensuring smooth service during peak hours and maintaining high standards of food quality and customer service
- Managed a team of 10+ staff members, providing training, guidance, and performance feedback to enhance team efficiency and morale
- Implemented cost-saving measures that reduced food waste by 15% while maintaining product quality
- Resolved customer complaints promptly, maintaining a high level of customer satisfaction and securing repeat business
- Monitored inventory levels, placing orders as needed to ensure continuous product availability without overstocking
- Coordinated with senior management to meet daily sales targets, contributing to a 20% increase in overall store revenue
- Ensured compliance with health and safety regulations, conducting regular audits and staff training sessions.
- Increased team efficiency by analysing staff and equipment performance.

Assistant manager, 10/2022 - 04/2024

Market Place - Harrow, London, united Kingdom

- Spearheaded efforts to maintain top-tier cleanliness and safety across dining and kitchen areas, resulting in a 15% increase in customer satisfaction scores
- Collaborated with senior management to optimize daily operations, contributing to a 10% reduction in operational costs
- Enhanced company reputation by consistently promoting brand values in all customer interactions, leading to a 20% increase in repeat business
- Successfully managed high-pressure situations, including customer complaints and policy violations, ensuring swift and effective resolutions.
- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Motivated management and staff teams to consistently deliver high quality, customer-focused service.
- Trained staff on best practices to achieve optimal productivity.
- Built customer relationships with consultative sales approach.

- Worked with store manager to develop action plans to increase performance and exceed sales KPIs.

Senior Consultant - Sales & Revenue, 01/2022 - 09/2022

Regalix - Hyderabad , India

- Led a cross-functional team to deliver a 30% increase in revenue through targeted sales strategies and innovative marketing campaigns
- Analyzed market trends and customer feedback to inform product development, resulting in the successful launch of two new services
- Established key industry partnerships, expanding the company's market reach and driving a 15% growth in client acquisition
- Provided thought leadership in revenue optimization, delivering workshops and training sessions that enhanced team capabilities.

ML Data Associate, 08/2020 - 06/2021

Amazon Development Center - India

- Played a pivotal role in improving data labelling accuracy, leading to a 20% enhancement in machine learning model performance
- Identified and reported software tool inefficiencies, contributing to the development of more effective data processing tools
- Consistently met and exceeded KPIs for data quality and turnaround time, earning recognition for outstanding performance
- Maintained confidentiality and adhered to Amazon's strict data security policies, ensuring the protection of sensitive information.

Sales Coordinator, 08/2017 - 08/2020

Z Wave India - India

- Drove a 25% increase in sales by implementing strategic marketing initiatives and optimizing distributor relationships
- Conducted in-depth competitor analysis, enabling the development of competitive pricing strategies and product positioning
- Enhanced customer relationships through regular communication and personalized service, leading to a 20% boost in customer retention
- Coordinated and executed sales campaigns that targeted high-potential markets, achieving significant market penetration.

Management Trainee, 06/2016 - 06/2017

Retails Hub Solutions - India

- Successfully managed retail marketing efforts, including visual merchandising, promotions, and customer engagement, leading to a 15% increase in foot traffic
- Negotiated prime display spaces in high-traffic areas, maximizing product visibility and driving sales
- Monitored and analyzed sales performance, providing actionable insights that informed business strategies and improved profitability
- Maintained high standards of store presentation, ensuring an attractive and welcoming shopping environment.

SKILLS

- New Business Development
- Customer Service Excellence
- Sales Monitoring and Analysis
- Competitor Analysis

- Performance and Operations Management
- Team Leadership and Motivation
- Office Administration
- Customer Relationship Management

EDUCATION

Bachelor of Commerce (General), Accounting and Finance: Accounting and Finance
Osmania University - India

Master of Science: International Business Management , 09/2022 - 10/2023
University of East London - united kingdom - Merit

LANGUAGES

English:

CUSTOM

- Socializing and Clubbing
- Playing Billiards