



Kush Yadav

Operations manager

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Languages

Hindi

English

About

With extensive experience in various retail settings, I excel in customer service, crowd management, and upselling. Skilled at adapting to diverse environments, I aim to enhance customer satisfaction through personalized service and efficient problem resolution. Proficient in basic Hindi and English.

BRANDS WORKED WITH

- Shri Krishna Transport
- M/s Lokesh Wore
- DDX Cinemas
- Mama Juice
- Punjab Bakery

Experience

● OPERATIONS MANAGER

Shri Krishna Transport | Jan 2022 - Aug 2023

Managed and coordinated with group of 25-30 people. Worked closely with the directors of the organization for: Business Development, Sales & Marketing and business Operations activities. Conducting market research on a major competitor's products, campaigns, and pricing strategy. Create business expansion plans, arrange financing, hire staff, review sales, overseeing daily activities and identify business opportunities. Maintaining client relationship, taking care of their financial planning and networking through existing clients. Requirement gathering and executing project coordination with drivers and ground team. Maintaining vehicle records, trip details, license renewals, fitness records. Getting vehicle inspected prior to every trip. - Contacting with dealers and suppliers for return trip arrangements. Identifying and applying innovative ways to conduct market research to learn about competitors and customers. Marketing roles: Communicating with people via calls, E-mails, in person and attending court room session if needed.

● SUPERVISOR

M/s Lokesh Wore | Jul 2018 - Dec 2021

through exceptional customer service, implementing protocols and investigating sales reports for speedy resolution. Produced weekly, daily and monthly activity reports and forecasts. - Manage budgets, schedules and scope. Responding to customers complaints with empathy. - Negotiate with project stakeholders and suppliers to obtain resources and materials. Identify articulate competitors' strategies and cost of operations. Set clear team goals delegate revenue target and set deadlines. Provided leadership and direction to team members, supervising activities to drive sales productively and efficiently. Collect feedback data from various sources and create detailed report to assist the top management in taking valuable decision, through calls, personal visits, E-mails and social survey.

● CINEMA CREW MEMBER

DDX Cinemas | Oct 2017 - Apr 2018

Collaborated with team members to ensure seamless coordination during high-traffic periods, resulting in reduced wait times for patrons. Managed crowd control during peak hours by directing guests to appropriate seating areas, minimizing disruptions and enhancing the overall moviegoing experience. Provided exceptional customer service at box office by quickly processing ticket sales and providing accurate information on showtimes and movie details, resulting in high levels of guest satisfaction.

● SERVER

Mama Juice | Dec 2015 - Feb 2016

Enhanced customer satisfaction by promptly attending to their needs and providing personalized service. Maximized table turnover rate by efficiently managing reservations and seating arrangements. Increased sales with upselling techniques and thorough knowledge of menu items,



specials, and promotions. Handled cash transactions accurately, contributing to balanced daily financial reports.

- **SALES ASSOCIATE**

Punjab Bakery | Mar 2014 - Jun 2014

Enhanced customer satisfaction by providing exceptional service and maintaining a clean, welcoming bakery environment. Increased sales with effective product promotions and attractive displays. Ensured consistent quality by adhering to strict food safety regulations and sanitation guidelines throughout all stages of production. Handled customer complaints professionally, resolving issues promptly

Education & Training

2025

- **University of Greenwich University of Greenwich**
MBA,

2018

- **The Bhopal School of Social Sciences, Barkatullah University**
Bachelor of Commerce,

2015

- **Gurukul School**
High School Diploma,