

AHMED HASHEM

Operation manager

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Damam , Saudi Arabia

SKILLS

Core Professional Skills
Restaurant Operations Management, Multi-Unit Operations, P&L Management, Food & Labor Cost Control, HACCP & Food Safety, Team Leadership, Budgeting & Forecasting, KPI Management, Guest Experience, Menu Engineering, Staff Training & Development, Inventory Management, SOP Development, Operational Leadership, Financial Management, Quality Control & Compliance, Daily Operations Management, Staff Recruitment & Scheduling, Complaint Resolution, Cash Flow Management, Waste Minimization

Software & Systems
POS Systems (Foodics, Micros, Symphony), Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Odoo

Soft Skills
Managing tasks and problem-solving skills, Leadership & Management, Able to work on own initiative or as part of a team, Strong communication and interpersonal skills

LANGUAGES

English (Advanced)
Arabic (Native)

SUMMARY

Results-driven Operations Manager with 13+ years of experience in restaurant and hospitality operations. Proven ability to lead multi-branch operations, manage teams of 60+ employees, optimize operational performance, control food and labor costs, and deliver exceptional guest experiences. Strong expertise in P&L management, SOP implementation, staff development, inventory control, HACCP compliance, and driving operational excellence in high-volume restaurant environments.

EXPERIENCE

Area manager · Zad alsultan-sereno lounge
Jul 2024 — Present

Saudi Arabia Damam - khobar

Multi-Unit Management: Oversee operations and financial performance across multiple assigned restaurant branches to ensure brand consistency.
Sales & Revenue Growth
Branch Manager Leadership
Audit & Compliance
P&L Accountability
Customer Satisfaction

Operation manager · Topaz
Nov 2023 — Jan 2024

Arar

- Operational Leadership
- Financial Management
- Analyze P&L statements and manage budgets to maximize profitability and Implement cost-control strategies without compromising food quality or guest experience.
- Team Management & Development
- Quality Control & Compliance

Restaurant manager · Indian Style
Mar 2022 — Jul 2023

Alryad

- Optimized daily operations across multiple branches to ensure consistency and efficiency.
- Managed P&L reports and successfully reduced food costs.
- Developed and implemented comprehensive SOPs for front and back-of-house.
- Led and mentored a team of employees, improving staff retention rates.
- Ensured 100% compliance with health, safety, and food hygiene regulationsIncreased monthly store sales through team upselling training and enhanced customer service standards.
- Maintained a consistent operational audit score of by enforcing strict cleanliness and service checklists.

Restaurant manager · Reef alarab
May 2021 — Oct 2022

Jeddah

- Daily Operations: Oversee all front and back-of-house activities to ensure smooth service.

- Team Leadership: Recruit, train, and schedule staff while maintaining high morale and productivity.
- Customer Service: Resolve guest complaints and ensure a high-quality dining experience.
- Financial Control: Manage daily cash flow, monitor budgets, and control labor and food costs.
- Inventory Management: Order supplies, manage stock levels, and minimize waste.
- Compliance: Ensure strict adherence to health, safety, and food hygiene (HACCP) regulations.
- Quality Control: Maintain food presentation and service speed standards.

Restaurant manager · Ted's

Mar 2019 — May 2021

Alexandria - Egypt

Daily Operations
Team Management: Supervise, schedule, and train floor staff, including waiters, cashiers, and cleaners, ensuring high performance and motivation.
Customer Relations
Inventory & Ordering
Sales & Cash Control
Health & Hygiene

EDUCATION

Bachelor

2002 — 2006

Banha university

Higher Institute of Social Work, Social Work

2000 — 2004

Banha university