Sreekanth Vijayan

Manager Operations

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SUMMARY

An organized and creative professional with proven marketing skills and a desire to learn more. 9+ year experience in marketing, Customer service, Movie Programming. Especially skilled at maximizing profits while working within a limited marketing budget. Specialize in identifying client needs and offering practical short-term and long-term solutions.

EDUCATION

BA English in , CV Raman University   2014

SKILLS

Sales & Marketing   Sales & Marketing, Market Share, Branding, maccom
Leadership & Management   Leadership, Team handling, Manager Operations
Customer Service   Resolving customer complaints, Customer Satisfaction
Operations Management   Vendor Management, Preventive Maintenance, Inventory Control, Stock Control
Data Management   Data Collection, vista

EXPERIENCE

Assistant Manager Operations   Oct '19 — June 24
Cinepolis India Pvt Ltd
- Driving implementation of all the operations processes as per the SOPs to improve the quality of services with integrity and sincerity.
- Highlighting critical concerns to the Unit Head immediately and following up to closure.
- Ensuring the complete team properly groomed and briefing them in each shift by following the set briefing process religiously. Guiding and motivating team with effective action plan to achieve the set targets and maintain high standards of service.
- Ensuring safety and security of the property by supervising Frisking done by Security, and maintenance of entries of various goods/items/vendors etc. that come in the property.
- Adhering to People Practices and policies by ensuring effective rostering and engagement activities to keep the employees motivated to have positive work environment.
- Ensuring budgeted customers register with Club Cinepolis at the Box Office.
- Addressing all the queries from patrons related to Club Cinepolis membership, redemption, and usage of cards.
- Ensures 100% compliance to all the internal as well as regulatory processes related to selling of movie tickets at the Box Office.
- Ensuring maintaining and tracking of Market share data as per defined process

Patron Delight Officer   Feb '16 — May '19
Cinepolis India Pvt Ltd
- Developing and implementing strategic plans, marketing plans, budgets and ensuring optimum customer satisfaction.
- Maintains cost of goods sold as per the budgets defined and control and minimize wastage in routine process,
- Upkeeps the property and ensures general preventive maintenance, Ensures the safety of the property, smoothens ingress and egress of patrons during the operational hours of the cinema,
- Mentors the associates to achieve high performance and low attrition and training them daily to achieve maximum customer satisfaction and SPH. Check Audi and common areas, including stairways and lounge areas, for cleanliness.
- Train housekeepers on cleaning and maintenance tasks, Establish and educate staff on cleanliness,
- Tidiness and hygiene standards Motivate team members and resolve any issues that occur on the job Ensure compliance with safety and sanitation policies in all areas.

Marketing Executive   Oct '14 — Nov '15
Lulu Mall Kochi, Kerala
- Taking care of client coordination, vendor management of all the paid branding and promotional activities done by National and Kerala Based companies in Lulu Mall
- work in coordination with mall marketing team to achieve annual Space on Hire target.
- helping clients select from available space on hire inventory of Lulu Mall, ensure that all branding and activations done as per the mall standards, meet new clients and convert sales enquires to revenue,

Head Customer Service   Sep '13 — Oct '14
Oberon Mall Kochi Kerala
- Direct handling complete SOH

- Coordinating with leasing, managing and analysis daily sales data collection from Tenant's, communicate and coordinate with internal department.
- Managing social media sites
- Maintain customer and Tenant complaints,
- Coordinating with the MARCOM department during mall activities and promotions, manage administration,