

# SANNA SHAH

Phone : 0452 332 662

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**PROFESSIONAL OBJECTIVE** To be in a position whereby I can apply my knowledge, skills and experience to drive the hotel group, to achieving its vision & missions, through my commitment, diligence and integrity, especially in the field of Food & Beverage management.

## KEY

- ACHIEVEMENTS**
- Co-Owner & Director of Operations for The Sultani restaurant in a hotel for 5 years; managed day-to-day operations and developed long-term strategic plans.
  - Designed and successfully led Marketing Campaign for The Sultani Restaurant in various events.
  - Volunteered for AHA Awards

## KEY SKILLS

- Confident Leader: experienced in solving team conflicts.
- Effective communicator.
- Proficient in Word, Excel, PowerPoint, Publisher and Windows.
- Proficient in Photoshop and Movie Maker.

## LANGUAGES

- Written Languages: English
- Spoken Languages: English, Hindi, Urdu and Basic French

## PROFESSIONAL EXPERIENCE

### THE SULTANI, FLAMINGO HOTEL (MALAYSIA)

#### DIRECTOR OF OPERATIONS

DECEMBER/2009-SEPTEMBER/2014

- Successfully co-ordinated a variety of events & conferences for The Sultani Restaurant, including managing customer expectations and delivering personalised customer service.
- Successfully lead a team of 10, including front managers and kitchen staff
- Managed Marketing and Sales department.
- Created and directed The Sultani Restaurant's annual events.
- Designed and implemented new systems for Cost Control.
- Managed Purchasing and Stock Control.
- Designed and created promotional campaigns for the launch of new branches/franchises and sales campaigns for Kohimaran (Sister company in the retail industry) and The Sultani Restaurant.

### LAFARGE (MALAYSIA)

JULY 2009- NOVEMBER/2009

#### HUMAN RESOURCES ADMIN

- Compiled and analysed confidential data for the HR department.
- Developed presentations for Regional VP of HR.

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## **GLOBAL TRANSIT COMMUNICATIONS (MALAYSIA) BUSINESS ANALYST**

**OCTOBER 2008- JUNE 2009**

- Developed on 5 Year Business Plan for the company's growth; Internationally and Locally, including collaboration Agreements and Partnerships
- Managed Regulatory Affairs within the Telecommunication Industry; participated in developing laws for the industry.
- Worked to create a CSR (Corporate Social Responsibility) program within Global Transit Communications to help the community in Malaysia

## **EDUCATION**

### **BLUE MOUNTAINS INTERNATIONAL HOTEL MANAGEMENT SCHOOL**

**MASTERS In International Hotel Management**  
Social Director of Student Representative Council

**October 2014- Present**

### **UNIVERSITY OF NOTTINGHAM**

**BA (Hons) International Business Management (2:1)**

**July 2008**

Member of Entertainment Committee: Event Management

Member of Backstage Crew at University

## **VOLUNTARY**

**PERDANA GLOBAL PEACE FOUNDATION**

**JULY 2010 – SEPTEMBER 2014**

**MERCY MALAYSIA**

**FEBRUARY 2011 – DECEMBER 2013**

**PERTIWI SOUP KITCHEN**

**DECEMBER 2010 – DECEMBER 2014**

## **AWARDS AND CERTIFICATION**

- RSA Certification
- Completed MERCY Malaysia BMT (Basic Mission Training)
- CSLA: Leadership development through community sports
- Dynamic Team Building Certificate

## **HOBBIES**

Painting, Photography, Reading, Golf, Horse Riding, Writing and Travelling.

## **REFERENCES**

Upon Request