

# SHOURRYA SACHDEVA

## ENTREPRENEUR

Results driven Chief Executive Officer with over 4 years of entrepreneurship experience leading a food brand in Delhi. I have excellent interpersonal skills, as well as a thorough understanding of all roles in a hospitality, food & beverage business.

Email: shourryas@gmail.com | Mobile: + 91 9650636366 | Location: New Delhi, India

## WORK EXPERIENCE:

### Crepe-fé and Mughal-fé:

**June 2017 – Present**

#### FOUNDER AND CEO

- Managing the operations of three cafés in Delhi, designed as a fully transparent cloud kitchen model. We specialize in delivering fresh European desserts and snacks to customers doorsteps.
- Leading, training and developing a team of approx. 50 staff members. Working closely with all departments to maximize the quality of products and services, as well as maintain motivation and growth opportunities within the team.
- Ensuring excellent standards of customer service are maintained across all branches, making personable relationships with clients, suppliers and dealing with their feedback.
- Maintaining regular reports on sales, costs and inventory management, while continually identifying areas of improvement.
- Building from scratch & Working closely with all teams including chefs for research & development of new products, sales and purchase, marketing and human resources.
- My strengths include being a communication bridge between various departments, implementing and managing strategies from the group level to senior management; I enjoy engaging with customers, and developing on direct feedback.

### Su-kam Power Systems:

**May 2015 – May 2017**

#### GENERAL MANAGER

- Gained experience working in a large organization across various departments as a part of my family business.
- Attended management training including stakeholder management, client interaction and leadership workshops.
- Liaised with the firm's senior management and board-level staff to ensure key deliverables were achieved.
- Assisted the sales and marketing team manager, including studying the industry, key competitors and their marketing strategies.
- Assisted the technology department in developing a new mobile app that provides remote customer services available 24x7. Over 12 months of experience in Selecting, Defining, Implementing, Executing and monitoring the selection of multiple software to manage various dept processes, over small and large scale user-based applications. (References available from It Sector)

## EDUCATION:

### Coventry University (London, United Kingdom)

**April 2014 – April 2015**

#### BA (HONS.) INTERNATIONAL HOSPITALITY & TOURISM MANAGEMENT, UPPER SECOND CLASS

Core modules: International Hospitality Operations Management, International Business Strategy, Developing Business skills International Marketing Strategy, Business Research methods.

GLOBAL BUSINESS CONSULTING PROJECT, OUTSTANDING PRESENTER AWARD

JUNE 2015

### Les Roches, International Hospitality Management (Crans-Montana, Switzerland)

**June 2012 – May 2014**

#### BBA GLOBAL HOSPITALITY MANAGEMENT

Core modules: Hospitality management, Principles of Bar and Beverage operations, Hospitality Financial Accounting, Effective Communication, Culinary Concepts, Hospitality Service Concepts. The course included both theory and practical learnings on the various departments of hospitality (front & back-end)

### The British School, New Delhi, India

**May 2010 – May 2012**

#### INTERNATIONAL BACCALAUREATE (IB) CERTIFICATE

Core modules: Business studies, Psychology, English, Mathematics, Environmental Science.

## STRENGTHS

- Good listener and communicator – essential for problem solving
- Leadership and team work skills – essential for a team to work together effectively and also enjoy work!
- Creative thinking – essential for problem solving and innovating
- Developing processes and guidelines – essential for training and consistency
- Attention to detail – passion for high quality hospitality and customer experiences

## OTHER SKILLS

- Microsoft Office, Design 3D, Canva, Google Drive. Software bug identification & overall mgmt and implementation experiences.
- Drone and aerial videography  
Film making and video editing (Final Cut Pro)
- Languages: English & Hindi

## VIDEOS OF MY WORK:

- [How a Crepe-fe Outlet is constructed](#)
- [My Take on innovation of food Delivery Bags](#)
- [Our First Retail outlet in New Delhi](#)
- [Our Products](#)
- [Keeping Teams Motivated](#)
- [Our Social Initiatives \(Fixing Potholes\)](#)
- [My Drone Page](#)

References available on request