

Satish Reddy Goli

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Profile

Progressive leadership experiences have created a passion for surpassing financial and service objectives via a combination of world class service delivery, lean operating methods, renewed marketing directions, and incentive driven rewards for team achievement. Derive genuine pleasure from transforming high-potential staff into outstanding leaders demonstrating the creativity critical to financial and operational success. Knowledge in quality management systems of ISO 9001, 14000 & OSHAS 18001.

Core Competencies

- Ability to apply Creative problem-Solving approaches with Good Interpersonal skills
- Ability to carry out market Research & Event Management
- Ability to make Decision & have good negotiation skills
- Project management
- Handling Pressure
- Efficient in time-management as well as company policies and procedures

WorkExperience

Head of Quality & Audits

Ohri's Hospitality

June 2022- Present

- Conduct Hygiene, Rooms, Maintenance, Cost control & Safety audits at QSR & Hotels across 32 locations.
- Responsible for KPI, and work with respective team to drive process excellence.
- Establish monitoring procedures, such as visual observations and measuring of temperatures.
- Reviewed internal control structures, conducted internal audits, made recommendations for corrective actions of unsatisfactory conditions.
- Lead supplier performance improvement efforts aligned to department and organizational goals
- Ensured to continue the employee engagement culture developed in other functional areas.
- Participated in continuous improvement team reviews of the audit program
- Conduct periodic procedural audits to determine level of compliance within the organization against industry standards and make recommendations where applicable
- Identify all possible internal and external threats to the health & safety of the Operations and all its occupants and implements steps to eliminate them
- Manage vendor relationships including negotiating and controlling contracts.
- Manage 500+ employees, for auditing purpose across 32 locations.

Consultant- Freelancer

De Alphabet Group of Hotels

April 2020-June 2022

- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance
- Recruiting staff, training them up and then monitoring their performance.
- Managing and setting room rates.
- Conduct Hygiene Audits every month
- Demonstrated budgetary needs and overhead expenditures to board of director through meetings and reports.

Marketing Manager –India Operations

SP Pvt Ltd

Dec 2019-March 2020

- Establish great relationships with internal stakeholders (Client Success Group Leaders, Product, Sales, Marketing, Finance, etc.) to achieve client goals
- Developed own projects and provide colleagues with sales related information
- Responsible in managing full spectrum of marketing activities related to commercial projects.
- Prepared various status reports for all internal and external customers
- Assist in creating sales goals
- Created RFP documentation and scoring model for evaluation of vendor responses.
- Coach & empower local sales teams.
- Interviewed business clients to analyze their business requirements and recommend and design technological improvements to their business processes and operational procedures..
- Overall responsibility of running various marketing campaigns like getting newsletters e-mail blastssent to the customers.
- Ensure that all products are received in accordance with the venues receiving policies and procedures.
- Rebuilt vendor relationships, increased consumer engagement and improved sales teamperformance.
- Conceptualized and identified KPIs to nurture portfolio's growth and facilitated trainingof on-site teams
- Presented to senior and executive management monthly sales projections, post mortem analysis, branding initiatives and product launches.
- Managed and participate in 4+ domestic and international trade shows
- Tracking and reporting of inbound leads, sales generation efforts and converted clientsdirectly to the CEO

Head of Supply Chain Manager & Sr Operations Manager –APAC Nov 2010-Sep 2018

Sr Supply Chain Manager - Oct 2008-Nov 2010

American Bureau of Shipping Singapore

- Managed multiple projects from conception to completion in a fast-paced acquisition environment and ensured that all projects were delivered on-time and within budget
- Supported company directors with project deliverables, & contract proposals
- Managed several large accounts and resolved escalated client issues and new revenue-generatinginitiatives Review and discuss relevant information with our clients' senior team members on an ongoing basis using appropriate reporting mechanisms
- Leading the definition and implementation of action plans to address any internal control failures/gaps.
- Handled recruiting, hiring, training, and personnel actions for delivery team with up to 100+ teammembers.
- Project management at the interface between the stakeholders as well as cross-project resourceplanning of the project management in coordination with the Sr Vice-president
- Overall responsibility for the successful implementation of complex projects such as costs,deadlines & quality
- Established replenishment processes are in line with demand of our customers.
- Projects budget are being monitored and met according to company policy with no deviation

Student Services Executive- FTMS Singapore

Oct 2007- July 08

- Integrated student learning outcomes and student feedback to enhance operational approach to student engagement
- Supervised support staff on an on-going basis, including the development of work plans.
- Assisted the Dean to implement in a fair and consistent manner, effective discipline and attendance systems that have high standards and are consistent with the philosophy, values and mission of the College
- Responded to, and resolved customer issues and inquiries.
- Counseling for International students in assist in adapting to their new life in the Singapore and also their academic learning, and psychological stress.
- Coordinate Corrective Action Requests (CARs).
- Coordinate internal audits and audit reports.

- Check ISO 9001:2000 Standard

**Warehouse Manager & Quality Auditor- Asia, Europe & AfricaGFA
Corp Thailand**

Jun 2005-Oct 2007

- Managed relationships with 3PLs, freight forwarders & transport companies to ensure smooth flow of materials at all stages of the supply chain. Participated in various continuous improvement projects and business consolidations, helped deploy Distribution Centers in India & Europe.
- Provide premium warehousing services to support production and shipment.
- Improved warehouse KPIs to top tier among all [company name] warehouses.
- Regular Visits to the Coffee World, New York Deli & Cream & Fudge Stores & audit all Aspects.
- Franchisee Performance by setting objectives, strategies, tactics, allocate resources and ensure translation into action plans respecting the framework set by the customer portfolio strategies
- Conduct hygiene audits and provide hygiene training
- Performance of internal audits and assessments against ISO 9001:2000 Taking responsibilities on all product projects related to any change of products.
- Manage and control project budgets.
- Address quality and hygiene issues and solve any problem found
- Implement, monitor and improve quality and hygiene management systems
- Manage vendor relationships including negotiating and controlling contracts.
- Drive logistics cost reduction through optimization of inbound/primary transportation and factory warehouse operations
- Execution of the pre orders is done as per plan.
- Manage site distribution budget and labor pool.
- Ensured product safety and customer compliance via effective Good Manufacturing Practices (GMPs)
- Managed over 150 team members in Fast food Outlet chains Stores in & around Thailand.

International Marketing Officer. – Taguchi Overseas Co Ltd Thailand.

June 2002- Jun 2005

- Dealt with USA, European & Thailand customers.
- To ensure the delivery of goods within given lead time.
- Development of new trends as per the customer & market requirements.
- Ensure that all key contacts within international markets have a steady flow of timely and relevant information relating to the brands ensuring that all opportunities for cross-divisional working are optimized.
- Report of marketing activities to the CEO & Founder.

Qualifications

- Ex Certified First Aid Trainer- 2017
- Certified ACC (Asian Cricket Council) Level 1 Cricket Coach Singapore -2015
- Certified Singapore Cricket Association Level 0 Cricket Coach-2014
- MBA International Business- Stamford International University Thailand-2002-2005
- Certified Internal &Lead Auditor- ISO 9001-2005
- Certified ACC (Asian Cricket Council) Level 1 Umpire-2005
- Bachelor Of Commerce- Osmania University 1997-2000

Awards & Achievements

ABSG Consulting Inc.

- Made Deals worth more than USD 25 Million over a period of 8 years
- Best Ethics & Compliance Award in 2015.
- Won second prize in Safety in 2015
- Successfully Implemented ISO 9001:2008 & 14000:2004 for Thailand, Malaysia & Singapore office
- Successfully Implemented OHSAS 18001:2007 for Singapore office

GFA Corp Thailand

- Led bigger teams in developing effective stocking and inventory-management systems to minimize loss and maximize performance.
- Increased the Retail chain stores performance 40% to 95%.
- Hygiene, Cost control of the product, controlled the expiry date of the product
- Stores Maintaining ISO 9000 good Documentations
- Follow the FIFO system for the product at the stores

Taguchi

- Made Deals worth 100,000USD . over a period of 3 years
- Built strong responsive sales team

Personal Details

Date of Birth: 11 October 1978.
Marital Status: Married, with 2kids.
Nationality: Indian