

# VEENA SONAWANE

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## Education

### Nottingham Trent University

Master of Science (MSc) - Project Management

Sep 2021- Jan 2023

### University of Mumbai

Bachelors (BE) - Mechanical Engineering

July 2015-May 2019

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## Work Experience

### HMS Host International, UK

Feb 2023-Present

#### Shift Manager- East Midlands Airport

'ServSafe International' certified Shift Manager at a fast-paced restaurant within an airport environment. Managing day-to-day business operations with the utmost priority for customer service experience.

#### Achievements

- Manager on Duty for Restaurant Excellence audit, resulting in an overall 86% score.
- Manager on Duty for another critical Visit' audit resulting in a 'B High' Grade.

#### Responsibilities

- Supervising and directing team members and assigning tasks and responsibilities to them to ensure smooth workflow Monitoring their performance, providing feedback, and addressing any performance issues promptly.
- Ensuring exceptional customer service by maintaining high service standards and addressing customer concerns or complaints.
- Conducting regular inspections of food preparation areas and ensuring adherence to hygiene and safety regulations ensuring that food quality, presentation, and safety standards are consistently met.
- Training new employees on restaurant policies, procedures, and safety protocols, and providing ongoing training to existing staff to enhance their skills and knowledge.
- Managing cash registers and ensuring accurate cash handling by staff, balancing cash drawers and making bank deposits as necessary, tracking sales and expenses for each shift, and reporting discrepancies.
- Maintaining effective communication with other shift managers and senior managers, reporting any maintenance issues to the appropriate authorities, and keeping staff informed about relevant information.
- Handling unexpected challenges and crises that may arise during the shift, such as equipment malfunctions or staffing shortages. Making quick and effective decisions to resolve issues and minimize disruptions.
- Completing administrative duties, such as record-keeping, shift reports, and employee paperwork.

### Pepe's Piri Piri, Nottingham

Jun 2022- Feb 2023

#### Customer Service Representative (Part-time)

### The Frasers Group, Shirebrook

Oct 2022- Jun 2022

#### Warehouse Operative (Part-time)

### Mumbai International Airport Ltd, Mumbai

Jan 2020- Jul 2020

#### Graduate Apprentice Trainee (EHS)

#### Responsibilities

- Responsible for documenting Investigation Reports for aircraft accidents. Conducted additional research to determine the cause and worked on preventive measures for repeated aviation incidents.
- Drove internal policies on operations and safety to minimize risks by safeguarding property, equipment, and employees. Produced safety cases, safety case reports, and hazard logs to identify risks.

- Created and deployed risk and injury avoidance techniques and emergency protocols in coordination with safety managers.
  - Reviewed and reported safety measures and workplace incidents, spearheading committees and initiatives driving necessary change in workplace environments.
  - Finished assigned audits on schedule with minimal supervision and worked independently in a fast-paced environment while meeting productivity and quality expectations.
  - Helped project managers develop work schedules for overall projects and individual stages. Delivered safety projects to specified time, cost, and quality standards, as outlined in quality management systems.
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## Project Experience

Saffron Kitchen, Asian Association of Chesterfield

Oct 2022- Jan 2023

### Project Consultant- Consultancy Experience Project

#### Achievements

- Collaborated with cross-functional teams to gather insights and data on organizational issues, conducting thorough market research and competitor analysis, leading to the development of a successful strategic plan.
- Critically analysed and evaluated organizational issues to identify key areas for improvement, resulting in a 15% increase in overall efficiency and achieving a Distinction grade.
- Developed and implemented innovative solutions to address organizational challenges, resulting in cost savings and client satisfaction.

#### Responsibilities

- Evaluated various project management approaches and tools for a specific project, identifying areas for improvement that resulted in a 10% increase in the project success rate.
  - Produced a comprehensive report with recommendations for the client, resulting in a cost savings of 15% and increased efficiency by 20%.
  - Developed and executed a comprehensive project plan within a tight deadline, resulting in the successful completion of the project on time and within budget.
  - Collaborated effectively with a diverse international team to identify and address a critical business issue, increasing client satisfaction by 60%.
  - Created visually appealing and professional documents, including reports and presentations, that enhanced the overall image of the company and increased client engagement by 15%.
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## Volunteering & Leadership Experience

Eklavya India Foundation, India

Sep 2023- Present

### Career Counseling Mentor (Global Scholars Program)

#### Achievements

- Appointed as an International Mentor for the Global Scholars Programme (Cohort 2).
- Mentored a diverse group of underprivileged students from low-income backgrounds and first-generation college students in their pursuit of higher education.

#### Responsibilities

- Provided guidance and support in academic, career, and personal development, fostering their self-confidence and motivation.
  - Created and implemented personalized education plans tailored to each student's needs, resulting in a 60% increase in college acceptance rates.
  - Organized and facilitated one-on-one coaching sessions on topics such as college application strategies, financial aid, and career planning.
  - Fostered a supportive and inclusive environment that encouraged open communication and trust among mentors, mentees, and other stakeholders.
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## Honour & Award

Awarded as a Scholar and recipient of the '**International Master's Scholarship**' by Nottingham Trent University.

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## Skills

Project management, Leadership, Collaboration, Communication Skills, Time management, Stakeholder management, Problem-solving, Attention to detail, Customer service, Strategic planning, Auditing, **PRINCE 2 (pursuing)**.