



SUNNY GULATI

MANAGER

CONTACT

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📍 349, 2nd floor
Dr. Mukherjee Nagar
Delhi-110009

EDUCATION

- Class 10th
CBSE- New Delhi
- Class 12th
CBSE- New Delhi
- Graduate
University Of Delhi

SKILLS

- Performance management
- Customer experience enhancement
- Strong interpersonal skills
- Teamwork
- Complaint handling
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English
- Hindi
- Punjabi



PROFILE

Seasoned Retail & Business Manager with over 24 years of experience in store operations, sales growth, and customer service excellence across diverse industries, including hospitality, catering, and retail. Proven track record of successfully managing and owning businesses, leading teams, and optimizing operational efficiency. Expertise in inventory management, vendor negotiations, staff supervision, and customer relationship management. Adept at driving sales growth, enhancing brand presence, and ensuring high customer satisfaction. Strong background in event management and hospitality, with experience leading establishments.



WORK EXPERIENCE

Sunny Tent and Decorators, Pitampura 5 YEARS
Owner

- Successfully managed and operated an event decoration business, overseeing client relationships and service delivery.
- Handled vendor negotiations, budget planning, and logistics coordination for large-scale events.

Gratex Ice Cream Parlour, Mukherjee Nagar 15 YEARS
Owner

- Launched and managed a successful ice cream retail business, driving customer engagement and sales.
- Oversaw inventory management, supplier coordination, and promotional campaigns.
- Trained and supervised staff to maintain high standards of service and hygiene.

Deepsons Caterer, New Delhi 1 YEAR
Manager

- Managed catering operations, ensuring quality service and customer satisfaction.
- Supervised kitchen staff, logistics, and event coordination.

Aashirwad Banquet, Ghaziabad 1 YEAR
Manager

- Oversaw banquet operations, ensuring smooth event execution.
- Worked closely with vendors to provide top-quality catering and event services.

Krishna Super Marche, Ashok Vihar 4 YEARS
Manager

- Managed daily operations of a retail supermarket, ensuring efficient sales and customer service.
- Managed customer inquiries, complaints, and feedback, improving overall satisfaction.