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EDUCATION

Cornell University School of Hotel Administration

Ithaca, New York. 2012.

Masters of Management in Hospitality

- ✦ Member, Cornell Hospitality in Practice Independent Study team examining industry-wide best practices for restaurant and hotel pre-opening training—the results of which, co-written with Bruce Tracey and Timothy Hinkin, have been accepted for publication in *Cornell Quarterly*.
- ✦ Extern, Kimpton Hotel & Restaurant Group: worked with Vice President of Openings & Transitions to update and streamline online checklists for use during openings and expedient take-overs of hotels and restaurants.
- ✦ Finalist, Fairmont Hotels & Resorts Graduate Award.
- ✦ Secretary, Hotel Graduate Student Organization.

Tufts University

Medford, Massachusetts. 1996.

Bachelor of Arts

- ✦ Received Jeannie Marshall Award for Best Senior Project.

Culinary Institute of America

Ithaca, New York. 2013.

Culinary Immersion Course in Collaborative Degree Program

- ✦ Enhanced skillset of fundamental classic and modern French techniques.
- ✦ Served as Teaching Assistant to Chef Xavier LeRoux.

Rutgers University

New Brunswick, New Jersey. 2013.

Introduction to Food Science

- ✦ Intensive five-day course covered topics including microbiology, food chemistry, food safety, nutrition, and food processing & engineering.

TEACHING EXPERIENCE

Cornell University School of Hotel Administration

Ithaca, New York. 2013 to Present.

Lecturer, Food & Beverage Operations Management

- ✦ Act as Faculty in Charge of HADM 2170, 2360, 3350, 4320, 4340, 4380, and 4990.
- ✦ Facilitate weekly lectures covering a wide range of food service management topics including food science, food safety, risk management, culinary theory, inventory control, food costing, and product development (2360).
- ✦ Work with industry leaders and Cornell's vast alumni network to train the next generation of hospitality leaders (2170).
- ✦ Facilitated discussions relating to catering and special events management (4340).
- ✦ Lead seminar on the role of globalization and its impact on the food service industry (4380).
- ✦ Oversaw two 3350 lab sections; train students on wine service, guest & table management, service recovery, personnel management, reservations systems, and point-of-sale systems (3350).
- ✦ Created new branding and menu redesign; lead the development of new online presence and social media identity (3350).

Cornell University School of Hotel Administration

Ithaca, New York. 2012 to 2013.

Chef Instructor, Restaurant Management (HA3350)

- ✦ Worked with a team of instructors to teach 120 or more students per semester the practical aspects of opening and maintaining establishment, a 100-seat, student-run restaurant; areas of focus: food handling, menu design, forecasting, food costing, procurement, inventory management, marketing, staffing, and service standards.
- ✦ Assisted in the development of course material for restaurant operations including front and back of house manuals, standardized recipe booklets, and plating diagrams; worked with lecture professor to integrate lecture material with lab operations.
- ✦ Oversaw both front and back of house operations; administered Micros and OpenTable.
- ✦ Created rubric for evaluating student performance in lab and graded student management teams.
- ✦ Managed a team of seventeen undergraduate and graduate teaching assistants.

TEACHING EXPERIENCE (continued)

Cornell University School of Hotel Administration

Ithaca, New York. 2012.

Teaching Assistant, Restaurant Management (HA3350)

- ✦ Created prep lists and assigned stations to students.
- ✦ Oversaw operation of hot food lines of Table 278, 40-seat restaurant during service.
- ✦ Trained students to prepare and serve consistently high-quality food.

Now You're Cooking

Bath, Maine. 2010 to 2011.

Instructor

- ✦ Responsible for creating syllabi, testing recipes, teaching classes, and promoting retail sales.

Cambridge School of Culinary Arts

Cambridge, Massachusetts. 1994 to 1995.

Teaching Assistant, Introduction to Baking and Advanced Baking

- ✦ Assisted Chef Instructor with prep, recipe testing, lectures, demonstrations, and critiques of students.

CULINARY EXPERIENCE

Henry & Marty Restaurant and Catering

Brunswick, Maine. 2009 to 2011.

Director of Catering and Special Events, Sous Chef, Host, Bartender

- ✦ Managed events of up to four hundred people; responsible for rental ordering, event timelines, food and beverage orders, staffing and accounts receivable and payable.
- ✦ Directed catering sales, marketing, and advertising; redesigned catering brand identity.
- ✦ Managed front of house staffing and scheduling; responsible for reservations and coordination of dinner service.

Bresca

Portland, Maine. 2009.

Sous Chef

- ✦ Worked with James Beard-finalist chef/owner; operated sauté & oven station on a two-person line.
- ✦ Assisted with receiving product from local foragers, farmers, and retailers.

The Basil Tree

Somerville, Massachusetts. 1994 to 1998.

Event Coordinator, Prep Cook, Chef, Accounts Payable/Receivable.

- ✦ Responsible for menu creation, implementation, event scheduling, and staffing.
- ✦ Managed accounts payable and receivable.

CONSULTING EXPERIENCE

Gimme! Coffee

Ithaca, New York. 2011.

Project Management Consultant

- ✦ Benchmarked operations at two Gimme! Locations in Ithaca, NY.
- ✦ Developed plan for improving quality, consistency, and revenue by optimizing service delivery.
- ✦ Conducted study to evaluate Gimme!'s market position including the effectiveness of branding materials and its social media campaigns.
- ✦ Analyzed store layouts to streamline operations and increase retail sales.

Dinosaur Bar-B-Que

Syracuse, New York. 2011.

Menu Engineering Consultant

- ✦ Worked with founder and CEO to reengineer Dinosaur's current menu.
- ✦ Analyzed POS data using Avero to identify under- and over-performers; provided recommendations based on findings.

BUSINESS EXPERIENCE

VeriSign, Inc.

Wakefield, Massachusetts. 1998 to 2004.

Office Manager and Technical Writer (1998 to 2000)

Senior Professional Services Consultant (2000 to 2004)

- ✦ As Office Manager, responsible for new office design and build-out; coordinated company events and training; supported Chief Technology Officer, Director of Sales Engineering and Vice President of Practices.
- ✦ As Technical Writer was responsible for writing and editing Requests for Proposals and Requests for Information for potential clients.
- ✦ As Senior Professional Services Consultant, designed and implemented encryption security architecture plans; worked directly with sales teams to drive product sales; wrote Certificate Policies and Practices Statements for state and federal agencies; authored software installation guides, user guides, and other training materials; worked with Customer Support to streamline help desk operations. Clients included Fortune 50 companies as well as state governments and federal agencies.

PUBLICATIONS, SPEAKING ENGAGEMENTS, & SERVICE

Business of Food

Ithaca, New York. 2019 to present.

Faculty Co-Director

- ✦ Organize and attend Business of Food meetings with faculty across the SC Johnson College of Business.
- ✦ Work with key stakeholders to award research grants to faculty.
- ✦ Assist Steering Committees with advancing outreach, engagement, and educational programming.

Cornell Atkinson Center for Sustainability

Ithaca, New York. 2019 to present.

Faculty Fellow

- ✦ Attend and participate in Atkinson Center events.
- ✦ Provide feedback on research reports and grants when necessary.

Cornell Institute for Healthy Futures (CIHF)

Ithaca, New York. 2018 to present.

Faculty Fellow

- ✦ Attend CIHF events (roundtables, seminars, etc.).
- ✦ Participate in public engagement activities by creating industry-focused deliverables.
- ✦ Provide feedback on research reports and grants when necessary.

Undergraduate Admissions Committee

Ithaca, New York. 2018 to present.

Member

- ✦ Serve as one of a team of faculty readers to review and evaluate undergraduate and transfer applications to the School of Hotel Administration.

Food and Beverage Club

Ithaca, New York. 2014 to present.

Faculty Advisor

- ✦ Advisor to SHA student group dedicated to furthering the understanding of food & beverage operations.

Entrepreneurship Boot Camp for Veterans

Ithaca, New York. 2013 to 2020.

Instructor

- ✦ Work with the EBV program to teach recent veterans about restaurant operations.
- ✦ Topics include procurement, storage and inventory control, operational efficiency, yield calculation, standardization of recipes, and food costing.

Fandor Keyframe

Ithaca, New York. 2017.

Author: "The Greatest of All Food Films: That Would Be Tampopo."

- ✦ The essay for an online film magazine cataloged the cultural, culinary, and cinematic importance of Juzo Itami's classic 1985 film.

Mill Valley Film Festival Guide

Ithaca, New York. 2021.

Author: "Boiling Point."

- ✦ The essay for an online film magazine cataloged the cultural, culinary, and cinematic importance of Juzo Itami's classic 1985 film.

Consumer Reports

Ithaca, New York. 2016.

Interviewed for: "5 Ways to Save Money on a Wedding Reception."

- ✦ The article provided prospective brides and grooms with some good solutions for reducing the cost of a wedding reception

ediblebrooklyn.com

Ithaca, New York. 2016.

Interviewed for: "What Does It Take for a New York City Restaurant to Survive?"

- ✦ The article examined what restaurants in NYC can do to differentiate and succeed in an increasingly competitive market.

Cornell Hospitality Quarterly

Ithaca, New York. 2011.

Co-author: "A field study of new employee training programs: industry practices & strategic insights"

- ✦ Conducted interviews with dozens of hotel and restaurant Human Resources and Operations representatives across the United States.
- ✦ Published in volume 56, 4 on November 5, 2014.

Costa Rican National Restaurant Congress

San Jose, Costa Rica. 2014.

Presenter: *Technology in Restaurants: Improved Use of Technology & Quantitative Data Analysis*

- ✦ Invited to deliver presentation to Costa Rica's National Restaurant Congress—an audience of 300 entrepreneurs and restaurant operators.
- ✦ Topic of presentation was big data, data collection and analysis, and its impact on marketing and customer loyalty.