

## Ravinder KINGRA

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## EDUCATION

**Cornell University Nolan 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 Nolan 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 Nolan 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 Nolan 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.

## SERVICE

### **Business of Sustainability Theme**

Ithaca, New York. 2022 to present.

*Faculty Fellow*

- + Attend and participate in Sustainability Events.
- + Provide feedback on research reports and grants when necessary.

### **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.

### **Nolan SHA Hotelie for Life Committee**

Ithaca, New York. 2022 to present.

*Member*

- + Serve as one of a team of faculty readers to review and evaluate undergraduate applications for the prestigious Hotelie for Life Award.

### **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 (formerly the Epicurean Society)**

Ithaca, New York. 2014 to present.

*Faculty Advisor*

- + Advisor to SHA student group dedicated to furthering the understanding of food & beverage operations.
- + Assist with connecting students to industry contacts.

### **Academic Integrity Hearing Board**

Ithaca, New York. 2015 to 2017.

*Member*

- + Participated in hearings regarding violations of Cornell's academic integrity standards.

### **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.

## MEMBERSHIPS

### **International Association of Food Protection**

2022.

*Member*

+ Attend annual conferences focused on global food protection issues.

### **Tompkins County Board of Health**

Ithaca, New York. 2020 to present.

*At-large Board Member*

+ Participate in monthly board meetings to discuss ongoing issues and concerns in Tompkins County relating to Covid response, food safety, vaccination efforts, and various health code violations.

## PUBLICATIONS

### **Mill Valley Film Festival Guide**

Ithaca, New York. 2021 to present.

*Author:* “Boiling Point,” “Last Film Show,” “Four Samosas,” “The Art of Eating”

+ Authored program notes for four films showing at the Mill Valley Film Festival, including a documentary about the life of M.F.K. Fisher as well as a drama focusing on the challenging working conditions in the restaurant industry.

### **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.

### **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.

## SPEAKING ENGAGEMENTS

### **EY Innovation Studio: Food Systems Reimagined**

Chicago, Illinois. 2022.

*Panelist:* *Innovating for the Future of Talent*

+ Participated in a panel to discuss the future of food systems, taking into consideration climate change, as well as labor and economic issues.

+ Discussed how universities around the country are educating thought leaders of the future.

### **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.