**First Name of Application CV No 1681614**

Whatsapp Mobile: +971504753686



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**CAREER OBJECTIVE**

**Looking forward to an opportunity in an environment where I can make a difference, and not just be another number on the payroll, having the energetic pace and ability to scale the peaks of professional excellence**

**HIGHLIGHTS**

**Customer service Proficient communicator**

**Telephone skills Follows protocols**

**Results-focused Detail oriented**

**Accurate and efficient proactive**

**Organized**

**PROFILE**

**DATE OF BIRTH : 16th of December 1983**

**GENDER : Male**

**NATIONALITY : Sri Lankan**

**CURRANTLY LIVING : Dubai**

**MARITAL STATUS : Single**

**VISA TYPE : Employment Visa (finishes 0on December 21)**

**WORKING EXPERIENCE**

**FLOOR SUPERVISOR 2014 OCT TO PRESENT**

**KOYLA CAFFE AND LOUNGE – OUD METHA, DUBAI**

**RESPONSIBILITIES**

* **Shift handling**
* **Greet the guests and help them to find their perspective seats**
* **Handling much pressure and stress and overcrowded situations**
* **Answer the telephone in a timely and professional manner**
* **Make reservation over the phone and in person**
* **Anticipate and address guest's needs**

* **Successfully achieving the given target sales**
* **Handling guest's complains**
* **Serving food and beverage**
* **Prepare daily inventory**
* **Assist with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed**

**STAFF CREW 2011 JAN TO 2014 JAN**

**TRAINEE SUPERVISOR 2014 JAN TO 2014 JUL**

**BURGER KING - QATAR**

**RESPONSIBILITIES**

* **ensure approved policies are procedures are adhered and maintained**
* **maintains adequate inventory to ensure adequate quantities are maintained**
* **Investigate and resolves food quality, employee and service complains**
* **Inspect dining area and ensure cleanliness** 
  + - **Serving food and beverage**

**Completes requires paper works and recording of transactions**

**BUSINESS DEVELOPMENT OFFICER 2009 AUG TO 2011 JAN**

**NATIONS TRUST BANK (PLC) – SRI LANKA**

**RESPONSIBILITIES**

* **To provide key market information on competitors**
* **Assist in the implementation of sales and marketing strategies**
* **Assist in resolving specifics default transactions on request**
* **Promoting credit cards and loans**
* **Manage sales, transactions delivery of company's product and services**
* **Identify and qualify new customers based on company's business model and guidelines**
* **Initiate and build relationship with customers through phone, marketing mailer campaign, in contacts, and presentations**

**ACADEMIC QUALIFICATIONS**

**ORDINARY LEVEL : Lalith Athulathmudalli College (Sri Lanka)**

**ADVANCE LEVEL :**  **lalith Athulathmudalli College (Sri Lanka)**

**(In commerce stream)**

**DIPLOMA IN ENGLISH : American National College (Sri Lanka)**

**DIPLOMA IN COMPUTER STUDIES : American National College (Sri Lanka)**

**COMPUTER LITERACY**

**Proficient in MS – Office Power point, Outlook, excellent typing skills and Experience in Data Entry**

**DISTINCTIVE CAPABILITIES**

**Comprehensive problem solving abilities, excellent verbal and written communication skills, Ability to deal with people from varied cultural background, excellent in multi-tasking, can handle stress, willingness to learn, Team facilitator, Leadership qualities**

**DECLARATION**

**I hereby declare that all statements made hereinabove are true, complete and correct and are not false or misleading. i understand that in the event of any information so furnished being Found false or in correct or misleading the organization shall be at liberty to dismiss me form its service (if selected) besides proceeding against me for giving false and incorrect Statement under the appropriate law**

**Signature :**

**Name :**

**Date :**