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| **KANISHKA** | |
| [**KANISHKA.336933@2freemail.com**](mailto:KANISHKA.336933@2freemail.com) |  |
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| **JOB OBJECTIVES**  I am seeking for a job which will allow me to use the best in me to uplift and maintain the good will of the company  **SKILLS AND ABILITY**   * Willingness to work in teams individually to achieve the given goal. * Flexible to my best and being able to adjust myself with changing management styles. * Able to work under stress conditions * Excellent communication and interpersonal skills * Socially organized and cooperative * Ability to handle restaurant and bar areas with much effort and efficiency. * Computer literate (MS office , Power point , hardware and software installation)   **PERSONAL DETAILS**  **Gender**: Male  **Nationality**: Sri Lankan  **Language competency**:  English- read, write, speak | **COMPETENCY** |
| A highly idealistic and practical individual with a pleasing and friendly personality. Self-motivated, quality conscious and able to work under pressure with or without supervision. Possesses competent skills and talents captivating to quality audiences. Well experienced with extensive knowledge of food and beverage with a heart of service.  Hard working, an eager learner and a strong team player with competitive oral and written communication skills |
| **WORK EXPERIENCE** |
| Image result for cinnamon grand colombo logo  **Cinnamon Grand Colombo**  Customer Service Executive  Front Office and Concierge Operations  2015 March to till date  **Duties and responsibilities**   * Responded promptly and answered/resolved customer inquiries and complaints. * Investigated and resolved service issues and/or product problems. * Managed customers’ database accounts, performed customer verification and processed applications, orders and requests. * Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments. * Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints. * Supplied customers with written responses and information and followed up on customer communications. * Communicated directly with customers by phone, electronically or face to face. * Provided customers with technical support using maintenance procedures created with company products. * Wrote and kept accurate records of discussions and correspondence with customers. * Managed and supervised a team of customer services representatives. * Provided customer service team with feedback. * Met with other team managers to discuss possible improvements in customer service and company’s products. * Trained and coached team members to deliver a high standard of customer service. * Learned about products and services and kept up to date with changes. * Kept ahead of technology developments by attending professional courses.     **Cinnamon Grand Colombo**  Trainee customer service officer  2014 July to February 2015   * Responsible in assisting customer and delivering quality service to customers. * Also responsible in ensuring cleanliness and orderliness of the restaurant * Knowledgeable in all the menu that we served to the customers * Giving information to customer about the food offered by the restaurant * Assisting customer to their needs including taking orders |
| **EDUCATIONAL QUALIFICATIONS** |
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| **G.C.E Advanced Level Examination 2012**  **St. Sebastian’s College Moratuwa**  **Major Subjects**  Business Studies  English Language    **G.C.E Ordinary Level Examination 2010**  **Prince of Wales College Moratuwa**  **Major Subjects**  English language  Buddhism  Commerce & Business Studies  Health & Physical Education  Mathematics  Science & Technology  History  Sinhala Language & Literature |
| **PROFESSIONAL CERTIFICATES** |
| * Completed a Certificate course in Food and Beverage at Sri Lanka Institute of Tourism and hospitality Management. * Did Academic IELTS (International English Language Testing System) Exam at Australian College of Business and Technology ACBT in 2015 and got a band score of 6.5. * Member of UNESCO Junior Science Society, Rowing Crew, Carom association, Scouts at Prince of wale’s college.   **SEMINARS ATTENDED**  Personal and professional development program at Sri Lanka institute of tourism and hospitality management Colombo. |