

# GANESHARAJA ABISHEK



NO 201 BLACK TEA CAFETERIA HAMDAN STREET ABUDHABI

+971545253421 /+94761914227

abishek56722@gmail.com



## Personal Details

- Date of Birth : 16/7/1999
- Nationality : SRILANKAN
- Religion : HINDUISM
- Passport : N8778785
- VISA STATUS : VISIT VISA TILL JANUARY 28 2025

## Experience

- **CENTREPOINT LANDMARK GROUPS ABUDHABI** 2022 - 2023  
ADMINISTRATION CASHIER ABUDHABI DALMA MALL
  - Manage transactions with customers using cash registers
  - Scan goods and ensure pricing is accurate
  - Collect payments whether in cash or credit
  - Issue receipts, refunds, change or tickets
  - Redeem stamps and coupons
  - Cross-sell products and introduce new ones
  - Resolve customer complaints, guide them and provide relevant information
  - Greet customers when entering or leaving the store
  - Maintain clean and tidy checkout areas
  - Track transactions on balance sheets and report any discrepancies
  - Bag, box or gift-wrap packages
  - Handle merchandise returns and exchanges
- **NDB BANK SRILANKA COLOMBO** 2019 - 2022  
CALL CENTRE EXECUTIVE
  1. Handle inbound and outbound calls in a professional manner.
  2. Address customer inquiries and resolve issues promptly.
  3. Maintain accurate records of customer interactions and transactions.
  4. Follow up on customer requests and ensure timely resolution.
  5. Provide product and service information to customers.
  6. Escalate complex issues to the appropriate department.
  7. Meet or exceed performance targets and metrics.
  8. Participate in training and development programs.
  9. Collaborate with team members to improve customer service processes.
  10. Adhere to company policies and procedures.
  11. Handle high call volumes efficiently.
  12. Maintain a positive and professional demeanor at all times.
  13. Assist in identifying and implementing process improvements.
  14. Provide feedback to management on customer issues and trends.
  15. Ensure customer satisfaction and loyalty
- **DUNKIN DOUGHNUTS** 2019 - 2022  
SENIOR BARISTA

Provide a welcoming, engaging and friendly environment to all customers; engage with new and regular customers

Prepare and serve hot and cold beverages such as speciality coffee and teas, and other food products (e.g., sandwiches, muffins, baked goods, etc.)

Accurately take customer orders including all preferences

Provide menu assistance to customers to get them what they want while serving them efficiently to maintain appropriate customer flow

Make product recommendations, highlight various brewing methods and upsell other menu items

Receive and take payments (cash, card, mobile)

Provide and package menu items for either on premise consumption or take-out

Monitor proper operation of brewing and other food equipment; resolve and/or report any equipment problems promptly for resolution

Help track food and supply inventory (e.g, in display cases, behind counter, etc.) and assist with restocking as necessary

Help maintain and keep all serving, food & beverage preparation and common areas sanitary and clean

Follow all health and safety guidelines and procedures  
Provide customer feedback and response to new menu items to store management  
Learn and stay current on all menu items, ingredients, brewing and preparation methods and specialty/new items

## Education

- **TRINITY COLLEGE KANDY** 2015  
GCE ORDINARY LEVEL  
PASSED OL WITH DISTINCTION 3A1B5C
- **TRINITY COLLEGE KANDY** 2019  
GCE ADVANCED LEVEL  
PASSED WITH DISTINCTION 2CS COMMERCE BUSINESS MANAGEMENT
- **KANDY OPEN UNIVERSITY** 2018  
MARKETING MANAGEMENT  
HND IN MARKETING MANAGEMENT

## Skills

1.GOOD KNOWLEDGE IN MS OFFICE SUITE(WORD,EXCEL,ACCESS,POWERPOINT) 2.GOOD KNOWLEDGE POS SYSTEM CONFIGURATION. 3.IT NETWORKING TROUBLESHOOTING 4.CCTV PROGRAMING REPAIRING 5.EMPLOYEE OF THE MONTH BEST CASHIER 6.NETWORK CONFIGURATION 7.GOOD CUSTOMER HANDLING SKILLS

## Languages

- ENGLISH=READING WRITING SPEAKING TAMIL=READING WRITING SPEAKING SINHALA=READING WRITING SPEAKING  
ARABIC=UNDERSTAND SPEAKING MALAYALAM=SPEAKING

## Objective

I am a highly driven recent business school graduate seeking a full-time position in finance where I can lend my knowledge of market analytics to help your organization improve profitability.

## Reference

- **MR. MANOHARAN - CHASE BANK NEW YORK**  
ASSISTANT MANAGER  
0019143593584



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