

# DILSHAN RAVICHANDRAN



## Personal

- Address**  
Ras Al-Khaimah, UAE  
9966 Ras Al-Khaimah
- Phone number**  
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- Email**  
roshanravi75@gmail.com
- Date of birth**  
28-08-1995
- Place of birth**  
Kandy, Sri Lanka
- Gender**  
Male
- Nationality**  
Sri Lankan
- Marital status**  
Married

## Interests

- Reading, Listing songs, Driving

## Languages

- English
- Tamil
- Sinhala
- Hindi
- Malayalam

I am an organized, adaptable, multi-tasked individual who has over 9 years' extensive working experience including but not limited to sales, network troubleshoot, Software installing and computer repairing. I am always willing, excited and motivated to go the extra mile to achieve set goals and KPIs. If you are looking for a hardworking, responsible, trustworthy, results oriented individual who can work with minimum supervision, then I am the right candidate. And I'm a friendly, Organized and dedicated employee With complimentary experience in customer services in a busy retail environment, I'm reliable and creative student with positive communication style and experienced in collaborating with new people.

## Work experience

### Machine Operator

Apr 2024 - Sep 2024

Beckers Groups, Ras Al-Khaimah (UAE)

- Set up machinery for operation.
- Clean machinery and maintain cleanliness in work area.
- Optimized machinery setup for peak operational performance.
- Enhanced machinery adjustments for improved efficiency.
- Executed quality control to ensure top product standards.
- Ensured safety compliance and maintained a clean work environment.
- Fixing the issues that might appear.

### Sales Coordinator

Aug 2022 - Dec 2023

Silverline Information Technology Pvt Ltd., Colombo, Sri Lanka

- Good customer handling skills.
- Maintained inventory of sales items.
- Organizing sales promotional campaigns.
- Administrative task with sales operations.
- Maintains files systems and database of sales records.
- Maintains customer relations and satisfaction.
- Responds to client concerns.

### Sales Merchandiser (Carrefour)

Mar 2018 - Jun 2022

Mills Trading LLC, Dubai (UAE)

- Welcoming and directing the customers into the store.
- Promote the item, valid and complete information on company products and services.
- Protect company's property and staff by maintaining a safe and secure environment.
- Planning and developing merchandising strategies.
- Accessing and analyzing sales information.
- Build and Maintain the relationship with customers.
- Managing inventory information.

### Hardware & Software Technician

Jan 2017 - Aug 2017

E-W INFORMATION SYSTEM, Sri Lanka

- Diagnose computer problems and monitoring computer processing system.
- Installing hardware and software.
- Troubleshooting variety of computer issues.
- Configuring computer networks.
- Offering technical support on site or via phone or e-mail.
- Solving customer issues / customer service.

### Quality Supervisor

Jan 2015 - Dec 2016

Leema Cloth Garments, Sri Lanka

- Check inventory records for accuracy.
- Compile reports on various aspects of changes in provision or inventory.
- Find, sort or move goods between different parts of the business.
- Oversees the quality of company's services and products.
- Training new employees on company procedures and policies, including ethics policies and safety measures.

## Education and Qualifications

<b>Hardware Technician Course (NVQ 4)</b> Vocational training Authority of kandy, kandy,Srilanka. Successfully completed Hardware Technician Course (NVQ 4)	Jun 2016 - Dec 2016
<b>G.C.E Ordinary Level Examination</b> Sri Ramakrishna Center College, Sri Lanka	Jan 2011 - Dec 2011
<b>G.C.E Advanced Level Examination</b> Sri Ramakrishna Center College, Sri Lanka	Jan 2012 - Aug 2014
<b>Cisco Vocational training</b> Vocational training Authority, Kandy, Sri lanka	Jun 2016 - Jan 2017

## Skills

Multi – tasking	● ● ● ● ●
Leadership and team work	● ● ● ● ●
Network cabling	● ● ● ● ●
Networks troubleshoot	● ● ● ● ●
Software Installation	● ● ● ● ●
Ms Office	● ● ● ● ●
Problem Solving	● ● ● ● ●
Time Management	● ● ● ● ●

## Other Details

- Passport No : N5424368
- Visa Status : Transferable Visa
- Having Valid Driving License [Sri Lanka]
- Have knowledge and experience in Forklift handling.

## Certification

I do hereby certify that above particulars are true and correct to the best of my knowledge.

Ravichandran Dilshan  
02.10.2024