



RAMESH MADHAN NAGENDRAN



WORK EXPERIENCE

BARISTA 2023 Dec- 2024 Mar
EDUSIGHT LEARNING INSTITUTE / UAE

- Basic calibration and Latte Art
- Welcomes customers by determining their coffee interests and needs.
- Selling coffee and coffee grinding and brewing equipment, accessories, and supplies

FOOD SERVER CUM CASHIER 2019 - 2023
THE FAB / COLOMBO .07

- Assist bakers and pastry chefs by serving customers at counters where baked goods are sold
- Greeting customers, providing advice, taking orders
- Creating a welcoming and positive customer experience at the bakery counter
- Resolve customer complaints and issues

OUTLET INCHARGE & CASHIER 2016 - 2019
BASKIN ROBBINS / SAUDI ARABIA

- Greets and receives customers in a welcoming manner
- Assists with inventory, including receiving and stocking
- Serves customers by helping them select products
- Responds to customers' questions & Provides outstanding customer service
- Processing cash or card payment and making bills in POS machine

FOOD SERVER / BARISTA 2014 - 2016
2B CATERINGS / DOHA, QATAR

- Promoting special sales, offers and upsale
- Responsible for assisting customers throughout the buying process
- Working with coffee and milk
- Responsible for taking customer orders and payments. also clean and sanitize work areas, seating areas and equipment/tools

ORDER TAKER & FOOD SERVER 2011- 2014
MUMMY'S DELIGHT / COLOMBO .07

- Providing excellent service to ensure satisfaction
- Taking customer orders and delivering food and beverages
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons
- handle client inquiries and complaints about the company's products and services

To Excel In My Chosen Career of Professionalism, While Providing an Effective And Meaningful Contribution & Customer Service For The Enhancement of My Organization.

CONTACT

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SKILLS

- Fast Learning & Client Relationships
- Customer Service & Customer Focus
- Friendly, Courteous & Service Oriented
- Work to Deadlines
- Teamwork & Adaptability
- Solid Written & Verbal Communicator

EDUCATION

G.C.E ORDINARY LEVEL
(Vipulananda maha Vidyalaya, Ampara) High School
2006

CERTIFICATE IN COMPUTER APPLICATION AND BASICS
(Bill Gates Technology, Ampara)
2002

DIPLOMA IN COMPUTER HARDWARE ENGINEERING (BIHS, Colombo 06)
2007

BARISTA TRAINING - Edusight Learning Institute
Foundation Certificate In Barista Training,
OTHM Qualification (United Arab Emirates 2024)

- What is coffee
- Tools of the trade
- The coffee process and roasted
- Coffee types
- Working with coffee
- Working with milk

LANGUAGES

English	Excellent
Arabic	Basic
Sinhala	Excellent
Tamil	Native



PERSONAL INFO

- Gender : Male
- Marital Status : Married
- Nationality : Srilankan Tamil
- Date Of Birth : 01.06.1990
- Passport Num. : N6293928