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Al dhaid mall,
Sharjah, UAE



nilushagihan339@gmail.com

PERSONAL DETAILS

Date of Birth - 07th April 1998

Marital Status - Single

Nationality - Sri Lankan

Passport No - N 9328130

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel

KNOWLEDGE

- Supervision and management of a team
- Customer satisfaction
- Resource planning
- Capturing, sharing & accessibility of knowledge assets.

H.A.GIHAN NILUSHA

PERSONAL STATEMENT

An enthusiastic, energetic and hardworking individual who has a successful track record of achieving high returns for the working company. In fact, is a well-organized and highly creative individual who love the challenges of working with a dynamic and fast working environment.

The knowledge gained from the corporate working experience has shaped my ability to work efficiently, adapt quickly and work effectively individually or with a team.

In fact, my ultimate goal is to become a committed, hardworking and a self-motivated professional in whichever the industry/ opportunity I receive.

WORK EXPERIENCE

I'm currently working as a cashier and waiter. in future foods holding company (since 2022 - July)

Key Responsibilities

- Prepare records on daily transaction
- Customer handling
- Good customers service and sales promotion
- Cash management and control.

04 years working experience as a Restaurant Manager - Cannys Bakers & Restaurant, Colombo 01, Sri Lanka (Year 2018 - May 2022)

Key Responsibilities

- Overseeing stock levels and ordering supplies when required
- Recruiting, training and supervising staff
- Planning and making changes on menus
- Ensuring compliance with licensing, hygiene and health and Safety guidelines
- Handling customer enquiries and complaints
- Elevating customer feedbacks, comments and complaints to the owners.
- Taking reservations
- Ensure customer satisfaction along with greeting and advising customers
- Preparing and presenting staffing / sales reports
- Keeping statistical and financial records
- Handling administration and paperwork
- Making improvements to the running of the business and developing the restaurant.
- Liaising with stakeholders in decision making
- Ensuring maximum profits are gained.

07 months working experience as a Salesperson - LB Finance, Colombo, Sri Lanka (Head office) (Year 2017)

Key Responsibilities

- Collection and organization of data
- Cash management and control
- Review and analysis of income statements
- Prepare records on daily transactions
- Elevate complaints and feedbacks to management

PERSONAL ATTRIBUTES

- Excellent Interpersonal skills
- Hardworking and committed.
- Possess a positive mindset
- Believe in team spirit
- Self-motivated and confident.

LANGUAGE PROFICIENCY

- English
- Sinhala

OTHER SKILLS

- Oral and written communications skills (English, Sinhala).
- Ability to work under pressure
- Ability to manage a team

EXTRA CURRICULAR ACTIVITIES -

- Active cricketer throughout schooling

05 months working experience as a Pizza Maker at Domino's Pizza - Restaurant Company - Mount Lavinia, Sri Lanka. (Year 2017)

Key Responsibilities

- Ensure ingredients and final products are fresh.
- Follow recipes, including measuring, weighing and mixing ingredients.
- Present, garnish and arrange final dishes.
- Occasionally serve food.
- Monitor inventory and communicate with a supervisor when stock and supplies are running low.

EDUCATION

- Successfully completed the first semester of an accredited English course at Aquinas University College, Colombo Sri Lanka.
- G.C.E. Advanced Level examination - (2017)
Results: C1 S2
(St. Antony's Boys College, Panadura, Sri Lanka)
- G.C.E. Ordinary Level examination - (2014)
Results: A1 B1 C1 S3
(St. Antony's Boys College, Panadura, Sri Lanka)

REFEREES

Mr. Mahesh Rangajeewa
A/L Business Studies Master Lecture
St. Sebastians College, Mortuwa,
Sri Lanka.
Mob: +94 77 4320967

Mr. S.V.V.U. Fernando
Executive - Industrial Engineering
Hela Clothing (Pvt) Ltd,
Kelaniya, Sri Lanka.
Tel: +94 77 1133078

DECLARATION

I hereby certify that the above furnished information is true and accurate to the best of my knowledge. I assure you of my best services if given a chance to serve your establishment.

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Date

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Signature