



# RAMESH MADHAN NAGENDRAN



## WORK EXPERIENCE

### JUNIOR BARISTA

2023 Dec- 2024 Mar

EDUSIGHT LEARNING INSTITUTE / UAE

- Calibration and Basic 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 CUM WAITER

2014 - 2016

2B CATERINGS / DOHA, QATAR

- Promoting special sales, offers and awareness of store loyalty program
- Responsible for assisting customers throughout the buying process
- Explaining to customers the best products for their needs
- Accepting and processing orders, operate the POS register

### 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



+971526339146 (call)



+971526339146 (whatsApp)



ramshan199061@gmail.com



27, Al Wasl St, Box Park, Jumeirah - Dubai

## 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