

PROFILE

A smart and energetic professional, who embraces a passion for excellence with humility to support the organization to accomplish its challenging goals. Seeking an opportunity in a challenging, progressive work environment.

SKILLS

- Good interpersonal and communication skills
- Desire to take & face challenges.
- Ability to communicate and understand people's requirements.
- Familiar with Internet & E-mail applications
- Performs well under pressure both independently and as a team player.
- A friendly personality with the ability to relate comfortably with people at all levels.

CONTACT

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M. A. Kavindu Madumal Perera

- DATE OF BIRTH-1996.12.03
- AGE-26
- NATIONALITY-SRI LANKAN

EDUCATION

- GCE Advance Level – 2015
- GCE Ordinary Level – 2012
 - (1B, 4C & 3S)
- Successfully completed a course in computer hardware at the vocational training authority of Sri Lanka (NVQ Level 4) and trained as a computer hardware technician at the Ministry of Education.
- Successfully completed the basic security tactics training course at Police College Kalutara Sri Lanka.
- Successfully completed the security officer training course at the commercial industrial maritime security academy Rakna Arakshaka Lanka Limited (Affiliated with the Ministry of Defense Sri Lanka).
- Successfully completed security & administration course at Fire and Rescue training academy Colombo Municipal Fire Service Department Sri Lanka.

LANGUAGES

- English
- Sinhala
- Tamil

WORKING EXPERIENCE

WAITER

Ruhuna Hotel Colombo, Sri Lanka (March 2022 to February 2023)

Key roles and responsibilities.

- Welcoming and greeting guests in a friendly and professional manner upon arrival at the restaurant.
- Providing guests with menus, answering any initial questions, and guiding them to their seats or waiting areas.
- Ensuring that guests are satisfied with their dining experience by engaging with them, responding to their inquiries, and addressing any concerns they may have.
- Handling customer complaints in a calm and professional manner and taking steps to resolve them to the customer's satisfaction.
- Communicating customer orders accurately to the kitchen staff and ensuring that food is prepared and served promptly and efficiently.
- Maintaining a clean and organized workspace to uphold the restaurant's cleanliness and safety standards.

SECURITY OFFICER

Colombo Municipality Colombo, Sri Lanka (February 2019 to January 2022)

Key role responsibility

- Ensure the safety and security of the municipality's premises, properties, and people by enforcing security procedures and protocols, and monitoring access to the premises.
- Respond promptly to any security incidents, emergencies, or alarms, and take appropriate action to contain and resolve the situation.
- Collaborate with other security personnel, law enforcement agencies, and emergency services to ensure

effective coordination and response to security threats and emergencies.

- Verify the identity and purpose of all visitors, contractors, and employees who seek access to the municipality's premises, and ensure they are authorized and registered according to the relevant policies and procedures.
- Keep accurate and detailed records and reports of all security-related incidents, activities, and observations, and submit them to the relevant authorities as required.
- Provide guidance, support, and training to other employees, customers, or members of the public in matters related to security and safety, such as emergency procedures, first aid, or crime prevention.
- Stay informed and up to date with the latest security technologies, trends, and best practices, and continuously improve the municipality's security posture through innovation, education, and collaboration.

CALLER CENTER AGENT (BIMA INSURANCE)

DIALOG AXIATA Colombo, Sri Lanka (January 2018 to January 2019)

Key roles and responsibilities.

- Addressing customer concerns, providing relevant answers to their inquiries, and ensuring customer needs are met.
- Resolving technical problems by applying appropriate troubleshooting techniques and providing feasible solutions.
- Engaging in proactive customer outreach to understand their requirements and recommend appropriate products or services.
- Communicating information about a company's offerings to customers and responding to any questions they may have.
- Managing and resolving customer complaints promptly and effectively to ensure customer satisfaction.