

Malikage Duleep Roshan Fernando

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MANAGEMENT PROFESSIONAL

PROFILE

To be a part of a team and by self-motivation and team spirit, leading the team to be a successful part of an organization whilst achieving the organizational and team objectives, goals in a given time frame. While improving and contributing to the organizational objectives, improve the personal standards as well.

KEY COMPETENCIES

- customer Service , ❖ Training and development , ❖ Relationship Management, ❖ Operations Management , ❖ Performance Improvement , ❖ Maintenance/ Housekeeping , ❖ Category Management, ❖ New store opening

WORKING EXPERIENCE

ALINE WOOD (pvt) Ltd
No : 122 c , Dutugemunu Street,
Kohuwala,
Sri Lanka,
Tel: + 94 77 7 331 345
+ 94 11 4387 100

Position: Showroom in charge

Period of work: 28 September 2020 Till *Date*

Nature of work:

- ❖ Analysis the sales performance, Guest service,
- ❖ Maintains critical standard, Product availability, and customer care
- ❖ Attend to customer needs and complain and give good customer service.
- ❖ Achieve goals and the target and planning how to achieve the targets
- ❖ Assist Director with customer need and finding new ideas

**Drizzle supermarket,
Al janabiyaha
P.O.BOX 30637
Budaiya
Kingdom of Bahrain.**

Position: Supervisor

Period of work: 25 November 2019 July 2020

Nature of work:

- ❖ Product availability, Raw and fresh product quality,
 - ❖ Work with, supply chain and all other support functions and make sure smooth operation
 - ❖ Enforces security and safety procedures on shift.
 - ❖ Ordering and receiving goods that I'm responsible
 - ❖ Supervises preparation and positioning of people, equipment shift with supervision.
 - ❖ Maintains critical standard, Product availability, and customer care
 - ❖ Raw and fresh product quality, controlling wastage on the shift
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**Carrefour-Majid Al Futtaim
Po box 75716,
Manama,
Kingdom of Bahrain.**

Position: Supervisor

Period of work: 25 November 2013 July 2019

Nature of work:

- ❖ Analysis the sales performance, Guest service and staff satisfaction and scheduling, analyzing variances, Ordering and receiving goods
- ❖ Increase sales, inventories, Monitors daily weekly and monthly/quarterly target
- ❖ Supports/participates in training and develops staffs, controlling labor wastage on the shift, Product availability, Price changes, product quality and Cleanliness
- ❖ Work with, supply chain and all other support functions and make sure smooth operation

KEELLS SUPERMARKET**Colombo 2, Sri Lanka****Position: Store Executive**

Period of Work: 25 May 2012 to 20 October 2013

Nature of work:

- ❖ Handle the overall functional management related to Budget, Scheduling, Analyzing Variances, Supervises and positioning of people with supervision.
 - ❖ Plans to enhance service quality standards & implemented strict measures in customer care procedures to optimize customer satisfaction & retention.
 - ❖ Ensure of international standards in the organization in accordance with guidelines; ensure that entire staff complies with procedures and policies.
 - ❖ Maintains critical standard, controlling labor, wastage, raw and fresh product quality
 - ❖ Manage opening and closing shift with supervision as a floor manager
 - ❖ Handles customer complains during the shift, Enforces security and safety procedures on the shift.
 - ❖ Trains people on all functions and give 100% customer service and satisfaction KEELLS SUPERMARKET, Practices basic human relations skills
 - ❖ Enforces security and safety procedures on shift.
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SPINNEYS QATAR**Doha, Qatar,****Position: shift leader**

Period of work: April 13, 2010 to May. 24. 2012

Nature of work:

- ❖ Ordering and receiving goods that I'm responsible
- ❖ Supervises preparation and positioning of people, equipment shift with supervision.
- ❖ Maintains critical standard, Product availability, and customer care ❖ Raw and fresh product quality, controlling wastage on the shift

KEELLS SUPERMARKET

Colombo 2, Sri Lanka

Position: Floor Supervisor

Period of work: September 2003 to 2007

Nature of work:

- ❖ Attend to customer needs and complain and give good customer service. Prepare work schedules for department staff.
 - ❖ Trains people on all functions and give 100% customer service and satisfaction.
 - ❖ Ordering and receiving goods that i'm responsible.
 - ❖ Supervises preparation and positioning of people, equipment shift with supervision.
 - ❖ Manage opening and closing shift with supervision as a floor manager.
 - ❖ Product availability, Raw and fresh product quality,
 - ❖ Achieve goals and the target, controlling wastage on the shift.
 - ❖ Assist outlet manager and assistant manager
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Mcdonalds

Reza Food Services Co. Ltd- Saudi Arabia

Portion: Crew Chief

Period of work: - May 1998 to February 2003

Nature of work:

- ❖ Can perform all the crew function. Practices basic Human Relations Skills.
- ❖ Trains people on all Crew Functions.

Uses S.O.C. to verify crew performances and give feedback to the crew person and the management team.

- ❖ Supervises Preparations and Positioning of People, Equipment and Products during low volume shift with supervision.
 - ❖ Handles Customer Complaints during the shift. Follows up on procedures that support Market Promotions during the shift.
 - ❖ Maintains Critical Standard (Holding times, Services speed and quality, Cleanliness and Sanitation and safety procedures on the shift.)
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ACHIEVEMENTS

- ❖ Successfully completing Retail Management Training assignment and meeting performance review scores in Keells Supermarket -2013
- ❖ Achieve crew of the year in Mcdonalds 2002

KEY TRAININGS

- ❖ Food Hygiene Training - Abu Dhabi Food Control Authority
 - ❖ Manager Training - Keells Supermarket ,sri lanka
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EDUCATION

- ❖ G.C.E. Advanced level – Government College lumbini, Colombo 5, Sri Lanka.
 - ❖ Diploma Certificate in computing course – Royal Institute, Colombo 5, sri lanka
 - ❖ Diploma Certificate in computing course – Sarvodya Management Training Institute.
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ADDITIONAL INFORMATION

- ❖ Date of birth – 9th September 1972
- ❖ Marital Status – Married
- ❖ Nationality – Sri Lankan
- ❖ References –

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