



## PERSONAL INFO

NAME IN FULL :  
Koralegedara Seshan Rukith  
Kaveesha

PASSPORT : AVAILABLE  
NIC : 200334414476  
DOB : 09 .12 .2002  
GENDER : Male  
NATIONALITY : Sri Lankan

## LANGUAGES

ENGLISH  
SINHALA

## CONTACT INFO

Phone:  
+94 706817545

Email:  
Cthe2k22@gmail.com

Address:  
119 Naranwala, Gampaha,  
Sri Lanka

## SKILLS

MULTITASKING  
ADAPTABILITY  
ANALYTICAL  
TEAMWORK  
ORGANIZATION  
COORDINATION

# SESHAN RUKITH

## PROFILE

As a transgender individual transitioning from female to male, I bring a wealth of experience in managing customer-facing operations with precision and professionalism. With a keen eye for detail and a commitment to delivering exceptional service, I excel in overseeing front-of-house activities to ensure smooth operations and a delightful customer experience. My adeptness in managing a diverse team, coupled with strong communication skills, enables me to effectively coordinate tasks, resolve issues promptly, and uphold the high standards of the establishment. Moreover, possesses years of experience specializing in photography and proficient in a wide range of photography techniques. I am committed to creating inclusive spaces where everyone feels seen and valued.

## AREAS OF EXPERTISE

- Customer Service
- Point of Sale (POS)
- Front Office Management
- Cash Management
- Stock Management
- Guest Relations
- Record Keeping
- Quality Assurance
- Cost Reduction
- Inventory Management

## WORK EXPERIENCE

### FRONT OFFICE - INCHARGE | SEPT 2023 - PRESENT

Maru Poke & Cafe, Colombo, Sri Lanka



#### DUTIES & RESPONSIBILITIES

- Supporting, training, and supervising front office staff.
- Ensuring that all customer-related tasks are handled accurately and on time to improve guests' experience.
- Encouraging upselling of menu items and promoting special promotions or offers to maximize sales revenue and enhance the customer experience.
- Handling customer complaints and special requests.
- Scheduling staff shifts and managing other administrative tasks.
- Maintaining an orderly appearance throughout the reception area.
- Monitoring inventory levels of front-of-house supplies such as menus, utensils, and condiments, and placing orders as needed to maintain adequate stock levels.
- Preparing monthly management reports on customer feedback.
- Managing the departmental budget and updating files and records.
- Overseeing cash registers, processing payments accurately, reconciling cash drawers, and managing financial transactions in compliance with procedures.

### CASHIER

Bowl'd Restaurant, Colombo 03, Sri Lanka



### PHOTOGRAPHY | PART TIME

## EDUCATION

### CERTIFICATE IN JAPAN LANGUAGE | FOLLOWING

Shinjuku Lanka Japanese Academy, Sri Lanka

### CERTIFICATE IN PHOTOGRAPHY | 2023

Anuja Lavan Photography Academy, Sri Lanka

### G.C.E. ADVANCED LEVEL EXAMINATION | 2021

Stream | Arts

College | Lindsay Girl's School, Colombo 03, Sri Lanka

### G.C.E. ORDINARY LEVEL EXAMINATION | 2019

College | Helena Wijeywardene Balika Maha Vidyalaya, Kelaniya, Sri Lanka

## EXTRA CURRICULAR ACTIVITIES

GAMPAHA DISTRICT 2ND PLACE - 46TH NATIONAL SPORTS FESTIVAL | 2020

WESTERN PROVINCE 1ST PLACE NATIONAL SPORTS FESTIVAL | 2019

## KEY COMPETENCIES

- Excellent sense of responsibility through enthusiasm and commitment to work.
- Driven by challenges, personal values and believes in team work.
- Excellent analytical and time management skills.
- Utilizes marketing skills to upsell products that guests will enjoy
- Committed to creating a continuous improvement culture within a team and organization.
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Dedicated to delivering the highest level of customer service possible
- Quickly adapting to new environments, roles and ability to learn new languages, tools, or methodologies

## CORE SKILLS

- Verbal Communication : Recognized ability to communicate with a range of individuals from different cultures
- Collaborative Team Member : Ability to collaborate with team members and organize in all activities
- Leadership : Ability to "lead", influence or guide other individuals, teams, and organizations
- Reliable : Commended reliability as team member and supporter

## REFERENCE

### HALOLUWAGE UREKHA PRIYADARSHANI HALOLUWA

Graduated Teacher

Student Visa Consultant

Proprietor of Nexus International Colombo Pvt (Ltd)

Mob: +94 772370030

Email: Priya7716@yahoo.com

I do hereby certify that the above particulars given by me are true & accurate to the best of my knowledge. If I'm offered an opportunity to serve in your esteemed organization, I can assure you that I shall always perform my duties with commitment & loyalty.

Yours Faithfully,  
Seshan Rukith