

KENISH K C

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A personable and assertive technology enthusiast since childhood, driven by a goal-oriented mindset and a passion for innovation. With a strong ability to learn quickly, pay attention to details, and combine common sense with cutting-edge solutions, I aim to leverage my communication, customer service, and problem-solving skills to contribute to the success of the organization. Committed to meeting and exceeding goals, I am eager to apply my lifelong fascination with technology to drive meaningful impact.

WORK EXPERIENCE

INSTANT RETURN REPRESENTATIVE

12TH SEP 2022 – PRESENT

HERTZ CAR RENTAL - SYDNEY DOWNTOWN

- Greeting customers: Welcoming customers to the service department and initiating the service process.
- Conducting needs assessments: Meeting with customers to understand their specific needs, preferences, and budget to recommend vehicles that meet their requirements.
- Providing vehicle information: Sharing detailed information about the features, options, and benefits of different vehicle models, as well as providing information on pricing and leasing options.
- Arranging test drives: Coordinating test drives of vehicles that customers are interested in and providing guidance on how to evaluate the vehicle's performance, handling, and safety features.
- Maintaining records: Maintaining accurate records of service requests, customer interactions, and repair and maintenance work completed.
- Confirming the return: Confirming customer return the car by inspection and closing the rental agreement.
- Consulting with customers: Conducting a detailed consultation with customers to understand if any issues they are experiencing with the vehicle.
- Completing the payment: Once the return is confirmed, Preparing, and presenting invoices to customers, collecting payments, and ensuring that all billing and payment processes are accurately completed.

BAR MILLE - THE ROCKS

- Preparing ingredients: Responsible for cutting fruit, preparing garnishes, and stocking other ingredients for use by the bartender.
- Cleaning equipment: Responsible for washing glasses, dishes, and other equipment to keep the bar clean and well-stocked.
- Restocking supplies: Responsible for restocking beer, wine, and other beverages, as well as restocking ice, napkins, and other supplies.
- Assisting with customer service: Help the bartender serve customers by bringing drinks to the bar, taking orders, and assisting with other customer service tasks.
- Maintaining cleanliness: Responsible for maintaining the cleanliness of the bar, such as wiping down counters and cleaning spills.
- Assisting with closing duties: At the end of the night, cleaning up the bar, taking out trash, and closing the bar for the evening.

MAJESTIC

- Preparing vehicles: Ensuring the vehicle is properly positioned on the conveyor, removing any debris or trash, and checking for any damage or dents.
- Cleaning the vehicle: Using high-pressure hoses, brushes, and cleaning agents to clean the exterior of the vehicle. This may include pre-washing, washing, rinsing, and drying the vehicle.
- Detailing the vehicle: Applying wax, polish, or other protective coatings to the vehicle, cleaning and shining the wheels, and cleaning and conditioning the interior of the vehicle.
- Customer service: Interacting with customers, answering questions, and providing information about available services.
- Maintenance and upkeep: Cleaning and maintaining equipment, reporting any equipment malfunctions, and ensuring the car wash area is clean and tidy.

MOMO BAR

- Customer service: Greeting customers, taking orders, serving food and drinks, and ensuring customers have a pleasant experience.
- Food preparation: Preparing food and drinks such as fruits juice, dumplings, and salad.
- Cash handling: Taking payments, operating the cash register, and balancing the till.

- Cleaning: Keeping the café clean and tidy, washing dishes, and maintaining cleanliness in the kitchen and dining areas.
- Stock control: Monitoring and restocking supplies such as food, beverages, and utensils.
- Teamwork: Working collaboratively with other staff members to ensure the efficient operation of the café.

ICT SUPPORT

15TH JAN 2020 - 30TH MARCH 2021

EVEREST TELECOM PRIVATE LTD

- Provide first-line technical support to end-users via phone, email, or in person.
- Troubleshoot hardware and software issues, including desktops, laptops, printers, and peripherals.
- Assist with the setup, installation, and configuration of operating systems, software applications, and hardware devices.
- Perform basic network troubleshooting, including connectivity issues and IP address management.
- Document support requests, resolutions, and troubleshooting steps in a ticketing system.
- Escalate complex technical issues to senior support staff or system administrators as needed.
- Assist with IT asset management, including inventory tracking and equipment disposal.
- Collaborate with other IT teams to resolve technical issues and implement solutions.
- Provide user training and support for IT systems and applications as required.
- Maintain knowledge of current IT trends and technologies to support continuous improvement efforts.

PHP DEVELOPER

21ST MAR 2020 - 17TH APR 2021

NITYA SHREE DEVELOPED PRIVATE LTD

- Designed, developed, and maintained web applications using Laravel framework.
- Worked collaboratively with front-end developers to integrate back-end and front-end systems.
- Created RESTful APIs for communication between different systems.
- Designed and implemented database structures using MySQL.

- Debugged and optimized existing code for improved performance and scalability.
- Integrated third-party libraries and APIs into web applications.
- Implemented unit and integration tests for new and existing code.
- Worked with project managers to ensure timely and successful delivery of projects.

TEAM MEMBER

1ST MAY 2019 - 2ND JAN 2020

BIG MART

- Operated cash registers, handled cash transactions, and maintained accurate records of sales.
- Restocked and faced shelves to ensure that products were displayed neatly and attractively.
- Managed inventory levels and communicated with supervisors when supplies needed to be reordered.
- Worked collaboratively with other team members to achieve daily and weekly sales goals.
- Maintained a friendly and positive demeanour while interacting with customers and co-workers.
- Assisted with special promotions and events as needed.
- Assisted customers with their shopping needs, including finding products and answering questions about product availability, price, and quality.
- Helped to maintain the cleanliness and safety of the store by performing tasks such as sweeping, mopping, and sanitizing surfaces.

EDUCATION

MASTER OF INFORMATION TECHNOLOGY

8TH JULY 2022 –1ST JUN 2024

Kings own Institute.

Specialized in Data Analysis

BACHELOR OF INFORMATION MANAGEMENT

JAN 2016 - APR 2020

Asian school of management and technology

Specialized in web development.

CERTIFICATIONS:

- Responsible Service of Alcohol (RSA)
- Full Australian Driver Licenses