



Abhijith Meppura Gopi

Date of birth: 01/08/1996 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+356) 77060565 (Mobile) |

Email address: abhijithmgopi316@gmail.com | **LinkedIn:**

<https://www.linkedin.com/in/abhijith-meppura-gopi-76021b142/> |

Address: Teal Court, 148, flat Z, Triq Santa venera , Msd 1900, Msida, Malta (Home)

WORK EXPERIENCE

30/04/2021 – CURRENT Saint julians , Malta

CREW MEMBER HH OPERATING LIMITED (HUGO'S GROUP)

- Take and deliver order from customer
- Work together with kitchen and front counter team to prepare food based on orders
- Manage customer complaints and find out a solution based on the company policy
- Check, Order, and collect stock for the day to day operations
- Ensure restaurant cleanliness by proper sanitizing

12/08/2020 – 23/02/2021 Mosta, Malta

FOOD DELIVERY PERSON (PART-TIME) RECRUITGIANT

31/03/2018 – 28/01/2020 Kottayam, India

TECHNICAL SUPPORT AKRITA INFO SOLUTIONS

- Incorporated with government staff to install the Electronic point of sale Machine in the shops under the minimal timeline
- Educate the users about the software and hardware by providing classes and in person training
- Based on the customer complaint provide telephone or on-site technical support
- Effectively managed customers due to the technical problems in the early implementation stage

EDUCATION AND TRAINING

18/02/2020 – 19/12/2020 Paola, Malta

POST GRADUATE DIPLOMA IN TOURISM AND EVENTS MANAGEMENT Malta college of Arts and Science(MCAST)

Project management , Event sales and management , Accounting for managers ,International law in Tourism, E-Tourism ICT, Applied research development, Strategic management, Cultural perspectives in Tourism studies, Contemporary issues and future challenges in tourism and hospitality.

Field of study Travel and Tourism | **Level in EQF** EQF level 7 | **Type of credits** ECTS | **Number of credits** 60

04/07/2014 – 07/03/2017 Kottappady, India

BACHELOR OF COMPUTER APPLICATION Mar Elias College, Kottappady

- Programming Languages(Java, C, C++)
- Database administration
- Mathematics
- Statistics
- Fundamentals of accounting

Field of study Information and Communication Technologies | **Level in EQF** EQF level 6

- Beginner to advanced level

Website www.skillshare.com

CUSTOMER SERVICE FOUNDATION LinkedIn Learning ---

- Problem solving and Troubleshooting
- Building rapport with customers
- Call control strategies
- Handling abusive customers
- De-escalating conversations for customer service

Website www.linkedin.com

● LANGUAGE SKILLS ---

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS ---

Microsoft Excel, Word, PowerPoint (intermediate level) | ChatGpt | Social Media | Digital Marketing(basic)

● ADDITIONAL INFORMATION ---

SKILLS

Key Skills ---

- I was part of many non profitable organization from school days which in-turn helped me to improve my leadership skills
- Working with Hugo's helped me to work and collaborate with people from different culture
- Fast food restaurant atmosphere improved the speed and the ability to work under pressure
- Management and coordination skills learned from previous work experiences