

# Dinesh Ramakrishnan

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## Summary

Dynamic and results-driven professional with a strong background in customer service at 7-Eleven. Proven ability to enhance customer satisfaction through effective problem-solving and critical thinking. Skilled in Python programming and data analysis, consistently maintaining high standards of service and operational efficiency. Dependable professional with experience and well-developed critical thinking, problem-solving and organizational skills. Exceptional communicator and team player trained in operating cash registers and serving customers.

## Skills

- Machine learning
- Python programming
- Problem solving
- Data analysis
- Customer service
- Time management
- Programming languages
- Deep learning
- Critical thinking
- Computer skills

## Experience

07/2024 - 09/2025

Crew Member, **7-Eleven**, Rasah, Seremban, Negeri Sembilan, Malaysia

- Provided excellent customer service to maintain a positive atmosphere for guests.
- Completed opening and closing tasks such as setting up workstations, cleaning surfaces and restocking supplies.
- Maintained an organized work area to ensure efficient operations.
- Maintained organized storage areas for food products, beverages and restaurant supplies.
- Greeted customers upon arrival, provided menus and answered questions regarding menu items.
- Monitored quality of food served to ensure it met company standards for presentation and temperature.
- Educated customers on menu items, product ingredients and nutritional values.
- Checked expiration dates on all products before serving them to customers.

06/2023 - 08/2023

Staff, **The Chicken Rice Shop**, Seremban, Negeri Sembilan, Malaysia

- Ensured that employees followed established safety protocols at all times.
- Maintained accurate records of customer interactions and transactions.
- Resolved conflicts between staff members in a timely manner while maintaining professionalism.
- Developed strategies for improving customer service standards and increasing customer satisfaction levels.
- Met incoming customers pleasantly and offered support and service.

## Education And Training

Expected in 02/2027

Bachelor Of Science, Major in Artificial Intelligence

University Teknikal Malaysia Melaka, Jalan Hang Tuah Jaya, 76100 Durian Tunggal, Melaka

06/2023

GED

Kolej Matrikulasi Kejuruteraan Johor, Kementerian Pendidikan Malaysia, KM 5, Jalan Kuku

## Websites, Portfolios, Profiles

- <https://github.com/dineshmc1>

## Accomplishments

- MSSM Chess player
- MSSD Badminton Player
- Malaysian Indian Chess Champion