



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

Carrefour-Majid Al Futtaim
Po box 75716,
Manama,
Kindom of Bahrain.

Position: Supervisor

Period of work: 25 November 2013 *Till Date*

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.

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

Mcdonalds

Reza Food Services Co. Ltd- Saudi Arabia

Period of work: - May 1998 to February 2003

Portion: **Crew Chief**

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.,)
 - ❖ Performs the 7 daily basic equipment checks.

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

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 –

Mr. Pradeep Malavipathranalage, Deputy Store Manager, Carrefour – Majid al Futtaim,Po box 75716, Manama, Kingdom of Bahrain. Tel. No . +973 39 77 0178

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