

SRAVAN K VISWANATHAN

MANAGER



ABOUT ME

Manager with 5 years of experience in Fast food Sales and Marketing in McDonald's. Ability to analyze Inventory data and prepare Accounts reports, statements and focus on the Sales increase. Presently on employment visa and can join on short notice.



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skv3250@gmail.com

LANGUAGES

English	☒	☒	☒	☒	☐
Hindi	☒	☒	☒	☐	☐
Tamil	☒	☒	☒	☐	☐

HOBBIES



EDUCATION

DIPLOMA ENGINEERING

Kerala Technical Education

Specialized in Electrical and Electronics

PLUS TWO

Board of Kerala

SSLC

Board of Kerala

EXPERIENCE

Manager

McDonald's

UAE

Period: From May 2017 to till date

Technician

Bharat Sanchar Nigam LTD

Kerala, India

Period: From March 2015 to March 2016

Job Profile

- Handle cash, credit or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Bag items carefully
- Greet customers when entering or leaving establishment
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Bag, box or wrap packages
- Pleasantly deal with customers to ensure satisfaction
- Prepared food, Fried and Grill products
- Took initiative to find extra tasks when scheduled duties were completed
- Implemented quality customer service by providing second mile service
- Assisted the manager with the closing procedures of the store
- Recognized for outstanding customer service through multiple mystery shops and review of store operations
- Ensured that proper sanitation and safety procedures and techniques are being followed.
- Maintained a high level of customer services in a fast pace work environment.

My Skills



MS Excel



MS Word