



# Chris Fernandes

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## CAREER OBJECTIVE

To continuously enhance my knowledge, skills & experience by getting involved in challenging work environment and utilize them for personal and organizational growth to the best of my ability.

## EDUCATION DETAILS

Qualification	Year of Passing	School/College	Board/University
S.S.C.	2011	St Xavier's High School, Moira -Goa	Goa board
H.S.S.C.	2013	St. Thomas Higher Secondary school , Aldona -Goa	Goa board
B.B.A	2016	Goa College Of Hospitality & Culinary Education	Goa University

## TECHNICAL DETAILS

Computer course : Diploma in Computer application.

## WORK EXPERIENCE

### **PHANTOM NIGHT CLUB**

( DEC 2022- JUN 2023)

### **CAPE TOWN CAFÉ**

( NOV 2021- FEB 2023)

#### ASSISTANT INFORMATION TECHNOLOGY MANAGER

- Manage and oversee the daily operations of the IT department, Assist in the development and implementation of IT policies & procedures.
- Provide technical support to end-users and troubleshoot issues, Manage and maintain the company's network infrastructure.
- Assist in the planning and execution of IT projects, Manage and maintain the company's hardware and software inventory, Ensure data security and backup procedures are in place and functioning properly.
- Manage and maintain the company's telecommunications systems, Assist in the recruitment and training of IT staff, Stay up-to-date with emerging technologies & make recommendations for improvements to the company's IT systems.

### **IMPACT IT LABS PVT LTD**

( JUN 2020 – NOV 2021)

#### DESKTOP SUPPORT ENGINEER

- Address user tickets regarding hardware, software and networking, Walk customers through installing applications and computer peripherals.
- Ask targeted questions to diagnose problems, Guide users with simple, step-by-step instructions, Conduct remote troubleshooting.
- Test alternative pathways until you resolve an issue, Customize desktop applications to meet user needs.  
Record technical issues and solutions in logs, Direct unresolved issues to the next level of support personnel.
- Follow up with clients to ensure their systems are functional, Report customer feedback and potential product requests, Help create technical documentation and manuals.

**TECHNOCURE****(MAR 2019 – MAY 2020)****CCTV & DESKTOP SERVICE ENGINEER**

- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits
- Ensure all issues are properly logged, prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Maintain jovial relationships with clients
- Installing, maintaining, repairing, and replacing security cameras, computer networks, and other equipment used in video surveillance systems
- Monitoring the operation of security equipment for malfunctions or other problems, recording events on camera and storing footage in a digital format for later reference
- Maintaining logs of security incidents and making sure they are reported to appropriate personnel
- Installing and maintaining security equipment such as alarms or access control systems
- Operating computer systems that monitor surveillance camera feeds for activity
- Coordinating with law enforcement agencies and other security personnel when crimes are committed

**TALENTPRO INDIA HR PVT LTD****(SEPT 2017-MAY 2018)****CUSTOMER SERVICE REPRESENTATIVE**

- Plan and sell transportations, accommodations, insurance and other travel services
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers
- Book transportation, make hotel reservations and collect payment/fees
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Attend travel seminars to remain updated with tourism trends,enter data into our software and maintain client files

**LE POISSON ROUGE****(NOV 2015- MAR 2016)****RESTURANT CAPTAIN**

- Always greet and welcome guests promptly in a warm and friendly manner.
- Assist guest with table reservation,has a good knowledge of menu and presentation standards.
- Speak with guests and staff using clear and professional language, and answer phone calls using appropriate telephone etiquette,able to answer any questions regarding menu and assist with menu selections.
- Able to anticipate any unexpected guest need and reacts promptly and tactfully.
- Always applies service techniques correctly at all times, and serving Food & Beverage items with enthusiasm.
- Record transaction / orders in Point of Sales systems at the time of order,communicate with the kitchen regarding any menu questions,communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- Check with guests to ensure satisfaction with each food course and beverages.
- Responsible for clearing, collecting and returning food and beverage items to proper area.
- Maintain cleanliness of work areas, glass, etc. throughout the shift,present accurate final bill to guest and process payment.
- Ensures that hotel brand standards and SOP's are consistently implemented.
- Work with fellow staffs and manager to ensure that the restaurant achieves its full potential.
- Completes the daily responsibilities that are set for each individual shift.
- Conducts monthly inventory checks on all operating equipment and supplies.
- Take an active role in coaching and developing junior staff.
- Any other duties related to food and beverage service assigned by the manager.

**FIESTA****(OCT 2013 –JUN 2014)****HEAD WAITER**

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials,Offer menu recommendations upon request,Up-sell additional products when appropriate

- Take accurate food and drinks orders, using a POS ordering software,order slips or by memorization
- Communicate order details to the Kitchen Staff
- Arrange table settings and maintain a tidy dining area,Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations
- Follow all relevant health department regulations,Provide excellent customer service to guests

## **INFANTARIA**

(MAY 2013- OCT 2013)

### Restaurant Steward

- Setting tables and cleaning the same after every guests, Putting table clothes, table runners, and placing any other decorative items .
- Serving guests water and other refreshments, Presenting menus to the customers, Refilling glasses and cleaning empty plates .
- Assisting the Waiters in collecting food from the serving station
- Assisting with guests with any of their queries and directing the urgent ones to the Restaurant Manager
- Ensuring that the bar and restaurant area is fully equipped and stocked

## **SONESTA INN**

(NOV 2011- JAN 2012)

### COMMIS III

- Support sous chef, line chef as well as other kitchen in food production
- Assist kitchen staff in maintaining high cuisine and hygiene standards
- Assist the line chefs in measuring ingredients, preparation of different foods
- Ensure that health and safety standards are upheld in the kitchen
- Keep work area at all times in hygienic condition according to the set by the hotel
- Follow the instructions and recommendations from supervisors to complete the daily tasks
- Assist the head chef in making requisitions for food

## **PERSONAL INFORMATION**

Address : Business Bay, Dubai  
 Date of birth : 28<sup>th</sup> Nov 1995  
 Gender : Male  
 Marital Status : Unmarried  
 Religion : Roman Catholic  
 Nationality : Indian  
 Language known : English, Konkani & Hindi.

## **INDIVIDUAL SET SKILL**

- Ability to work both independently as well as in team.
- Sincere and hard working, ability to work under pressure and meet deadlines.
- Quick learner
- Positive attitude
- Very punctual as time management is concerned.
- Excellent verbal and written communication skills .
- Ability to multitask.

## **DECLARATION**

I hereby declare that all the above information is true to the best of my knowledge.

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 CHRIS FERNANDES