

# SALANI PRIYADARSHANI PERERA

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## Professional summary

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Experienced cashier with over three years of proven expertise in customer service, issue resolution and high-pressure performance. Skilled in teamwork and communication delivering results that exceed expectations. Seeking to leverage my skills in a dynamic role to drive customer satisfaction and operational excellence.

## Professional experience

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Cashier at Moscow Trade Supermarket, Himmafushi, Maldives. Sep2023- Jan 2025

- Managed register closing procedures, ensuring all cash was balanced and accounted for.
- Assisted in store promotions by informing customers about ongoing sales, boosting revenue by 15%.
- Ensured accurate cash handling, balanced tills, and prepared daily sales reports.
- Assisted with stocking, inventory management, and maintaining store cleanliness.

Cashier & Sales Associate at, Kitchen Gallery (Pvt)ltd. Yakkala, Sri Lanka. May 2021 - Aug 2022

- Greeted customers and provided excellent service, ensuring a positive shopping experience.
- Assisted customers with purchases, providing excellent service and product knowledge.
- Handled refunds, exchanges, and customer queries efficiently to enhancing the store's reputation.
- Maintained a clean, organized, and visually appealing sales floor.

Cashier & Waiter at Ledbury Restaurant, Yakkala, Sri Lanka. Dec 2015 - Oct 2016

- Provided excellent customer service by greeting, seating, and presenting menus with a friendly, professional demeanor.
- Collaborated with kitchen and service teams to streamline operations, reducing wait times by 25%.
- Managed inventory of supplies and ensured timely restocking, preventing shortages during peak hours.
- Managed customer orders using a POS system and handled cash transactions accurately.

Trainee Cashier at Keels Super Market, Eldeniya, kadawata, Sri Lanka. Dec 2012- July 2013

- Learned POS system operations, barcode scanning, cash handling and receipt management under supervisor guidance.
- Improved checkout speed while maintaining accuracy, reducing customer wait times.
- Recognized for maintaining a calm and professional demeanor during peak hours.

## Education qualification

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- BA (Hons) Film & Television Studies - University of Kelaniya, Sri Lanka. Mar 2017-Mar 2021
- Passed G.C.E Advanced Level - Kirillawala National Collage, Kadawata, Sri Lanka. Aug 2015
- Passed G.C.E Ordinary Level - Kirillawala National Collage, Kadawata, Sri Lanka. Dec2012

## Certification

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- Basic Computer Course with internet & e-mail – V.R.C, Mahara, Sri Lanka. Jan 2016-July 2016

## Skills

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### Interpersonal skills

- Excellent time management, Strong communication & customer service abilities.
- Adaptable and quick to learn in fast – paced environments.
- Excellent team collaboration and conflict resolution skills.
- Ensuring accurate billing and identifying transaction errors.

### Technical skills

- Proficient in POS systems for order entry and payment processing.
- Familiar with refund and exchange procedures.
- Expertise in handling cash, credit card transactions and balancing tills.

### Language skills

- Sinhala - Native
- English - fluent
- Divehi – intermediate