



# Sajith Palansuriya

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## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EXPERIENCE

24/03/2022  
-  
06/09/2023

- **Cashier Cum E-commerce Associate.**

Geant Hypermarket (GMG)

**Cashier**

- Responsible for delivering effective customer service internally and externally as per defined standards at the cash till and to process all customer transactions such as cash, credit card, voucher and gift cards.
- Become efficient in handling bills, foreign exchange currency transactions, cash discounts, vouchers, internal buys and staff buys.
- Ensure the correct closing procedures for cash deposits and cash pickups are followed and report anomalies to the cash supervisor.
- Attend and inform customers about products, promotions, offers, and plastic bag resale at the cash till.
- Maintain the display of front-end counters during checkout down time.

**E-Commerce Associate**

- Make sure the 100% accuracy with Picking and Dispatching. (InstaShop, Noon, El Grocer & Talabat)
- To see that all the time slot allocated are complete and timeline targets are meets.
- Effective customer service is provided during and after Delivery.
- Ensure standard operating procedures are followed as mentioned in the policy manuals.

01/06/2019  
-  
23/03/2022

- **Operations Admin - E-commerce**

Majid Al Futtain Retail (Carrefour)

I started to work in E-commerce (Carrefour - City Land Mall) as a Marshaller who is the last responsible person of a Order preparation before despatch. Meanwhile I worked in other sections of E-commerce (Master Picker/Quality Checker) as per operations needs. After Carrefour installed and started to work with the **KNAPP** Technology (Micro Fulfillment Center) I worked as a Operation Admin as I mentioned above in job title.

- Maintaining daily out of stock ratio and Maintaining the hygiene quality of products for provide effective customer service.
- Analyzing daily picking performances and every area of operations with locker software for find solutions for more improvement in operations.
- Maintaining the Temperature of Chillers & Freezers and Update day to day reports and schedules.
- Handling the pickers and other staff (40-50 staff) to Make sure the 100% accuracy with Picking and Dispatching.
- Make stock transfers from store to dark store when needed and Inventory management.
- Communicate with the department wise supervisors regarding item availability to make sure all the time slots have enough stocks available.
- Make sure the dark store is always well arranged and ready for operations.
- Make sure that all the time slots allocated are complete and timeline targets are meets.
- Trained and mentored team members to promote productivity, accuracy, and commitment to effective service.

01/02/2013  
-  
28/02/2019

- Marketing Executive**  
Mercantile Investment and Finance PLC  
I have worked to expand my branch's client base, branch profit and to achieve my monthly sales & recovery targets which was given by the company while serving my current client base (1000+ contracts). My task was to lend personal loans and vehicle leases for the identified clients. I trained and guided junior marketing executives to achieve their targets while i achieving my target and fulfilling my responsibilities.

EDUCATION

- 2008
- GCE Advanced Level - Biology**  
Mayurapada National College

SKILLS

Experience in MS office & internet usage.

100%

Ability to work under pressure independently & minimum supervision.

100%

Excellent leadership skill and problem solving skills.

100%

Excellent communication skill.

100%

Ability to absorb extra work & learn new quickly.

100%

Self motivated & possess the drive achieve higher standards.

100%

Strong interpersonal skills and customer service orientation.

100%

Flexible, hardworking and positive attitude.

100%

Sensible and pleasant in nature to deal with pressure & stressful situations.

100%

INTERESTS

- Cricket.
- Outdoor Activities, Team Sports.
- Documentaries and Music.

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Sinhalese (Native)

PERSONAL DETAILS

- Marital Status : Married
- Nationality : Sri Lankan
- Passport : N6996274
- Gender : Male

VISA STATUS

- On Visit Visa.**  
Expires on 30th December 2023.