

# DINUWAN IDURANGA

CASHIER / SALES OPERATION



## CONTACT

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## SKILLS

- Effective communication and interpersonal skills
- Exceptional customer service & Sales Support Store
- operations and inventory control
- Cash Handling & Reconciliation
- POS System Operations
- Team leadership and supervision
- Complaint resolution and staff welfare
- Strong organizational and multitasking abilities

## LANGUAGES

- English (Fluent)
- Sinhala (Fluent)



## PROFILE

Dedicated and results-driven Cashier/Sales Operations Professional with 6+ years of experience in cash handling, customer service, and retail operations. Skilled in POS system operations, inventory management, and transaction processing. Adept at resolving customer inquiries, maintaining compliance with financial and safety regulations, and working in fast-paced environments. Proven ability to optimize store efficiency and enhance customer satisfaction. Seeking to leverage expertise in retail operations and sales support in a dynamic setting.



## WORK EXPERIENCE

### Branch Operation & Cashier In Charge

JAN 2020 -AUG 2023

Siyapatha Finance PLC, Colombo, Sri Lanka

- Managed daily cash transactions and reconciliations, ensuring zero discrepancies.
- Supervised inventory control, maintaining optimal stock levels and compliance.
- Delivered high-quality customer service, resolving inquiries and promoting financial products.
- Trained and mentored staff to enhance efficiency in sales and cashiering operations.

### Operation & Cash Management Assistant

JUL 2017 -DEC 2019

Siyapatha Finance PLC, Colombo, Sri Lanka

- Processed cash, credit card, and check payments accurately and efficiently.
- Managed daily operational tasks, including documentation, record keeping, and inventory control
- Monitored and controlled stock levels for operational supplies, ensuring timely replenishment.
- Supported customer service functions by providing information and resolving inquiries.

### Cashier Cum Waiter

SEP 2016 - APR 2017

Tea Avenue Pvt Ltd, Colombo, Sri Lanka

- Managed cash register operations, ensuring smooth and accurate payment processing.
- Assisted in stocking shelves, pricing, and merchandise rotation.
- Maintained store cleanliness and compliance with hygiene regulations.
- Provided friendly and efficient customer service, handling inquiries and requests



## EDUCATION

### HIGHER NATIONAL DIPLOMA IN BUSINESS MANAGEMENT

Cardiff Metropolitan University |Specialized in Finance and Banking  
(2021-2023)