

# KAUSHALYA DE SILVA



## PROFILE

Dedicated cashier with a proven track record of accuracy and efficiency in handling transactions. Skilled in providing excellent customer service, resolving issues promptly, and maintaining a high level of satisfaction. Experienced in managing cash registers, balancing cash drawers, and collaborating with team members to ensure smooth operations. Effective under pressure with strong attention to detail and a commitment to delivering exceptional service.

## CONTACT

- 058-82-60-963
- madushan.mkd@gmail.com
- Al khaladiya , Abudhabi

## PERSONAL

- Date of Birth : 20.10.1984
- Gender : Male
- Nationality : Sri Lankan
- Visa Status : visit visa

## EDUCATION

### G.C.E. Advanced Level Examination

Department of Examination Sri Lanka  
2003

### G.C.E. Ordinary Level Examination

Department of Examination Sri Lanka  
2000

## LANGUAGE

- English
- Sinhala

## EXPERIENCE

### CASHIER / MERCHANDISER

2022 - 2024

VIVA SUPER MARKET , LANDMARK GROUP COMPANY- UAE

- Supervised daily store operations, ensuring efficient workflow and customer satisfaction.
- Executed inventory control procedures, reducing stock discrepancies and optimizing stock levels.
- Directed and motivated the sales team to achieve monthly sales targets and enhance customer service.
- Formulated and launched promotional campaigns that increased store footfall and revenue.
- Handled customer inquiries and complaints, maintaining a high level of customer satisfaction.
- Organized and conducted training sessions for new hires, improving overall staff performance and productivity.

### WAITER

2020 - 2021

PAL' CAFE - KHALIFA CITY , ABUDHABI

- Provided prompt and courteous service to guests.
- Took accurate food and drink orders.
- Delivered orders efficiently and ensured customer satisfaction.
- Assisted with setting up and cleaning tables.
- Managed multiple tables in a busy environment.
- Resolved customer complaints calmly and professionally.
- Handled payments and processed transactions.
- Supported team members during peak hours.

### CASHIER

2018 - 2020

NILWALA HOTEL - ALUTHGAMA, SRI LANKA.

- Processed customer payments accurately and efficiently
- Managed cash register, handled cash, credit, and debit transactions
- Provided excellent customer service and addressed customer inquiries
- Balanced cash drawers and prepared daily financial reports
- Assisted with inventory management and restocking supplies
- Maintained a clean and organized work area
- Collaborated with kitchen and wait staff to ensure smooth operations
- Resolved customer complaints and issues promptly and professionally

## SKILLS

- Effective under time pressure
- Strong interpersonal relationships
- Attention to detail
- Communication skills
- Customer service
- Cash handling
- Multitasking
- Problem-solving