




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.

VISUAL MERCHANDISER 2018 - 2021
NOLIMIT - SRI LANKA

- Managed stock levels and coordinated with suppliers for replenishments.
- Created and maintained visually appealing product displays.
- Analyzed sales data to adjust displays and stock levels.
- Assisted in planning and executing in-store promotions.
- Provided product information and assistance to customers.
- Ensured compliance with safety and health regulations.
- Collaborated with sales and management teams to achieve targets.
- Conducted competitor analysis and adapted merchandising strategies.

CASHIER 2015 - 2018
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