


MADUSHI PRAMESHIKA



Customer Service and Main Cashier

Phone 
+971 55 849 3685

Email 
maduaponsu96@gmail.com

Linkedin 
Madushi

Location 
Dubai, UAE

Profile Summary

Detail-oriented and customer-focused Main Cashier with extensive experience in cash handling, customer service, and team leadership. Skilled in training staff, maintaining accurate financial records, and ensuring compliance with company policies. Seeking to leverage proven abilities in cash management and customer satisfaction to contribute effectively to the success of a dynamic organization in Dubai, UAE.

Work Experience

Main Cashier

Teyseer Company - Qatar
2022 – 2023

- Efficiently handle, count, and reconcile cash transactions while ensuring accuracy and compliance with company policies.
- Train cashier staff in proper cash handling, customer service, and POS system operation to maintain high standards of service.
- Promptly and courteously address customer inquiries, complaints, and issues to uphold satisfaction levels.
- Work with the finance department to investigate discrepancies, prepare cash reports, and maintain precise financial records.
- Monitor and adjust cash levels, perform pickups and deposits, and enforce security measures in cash handling procedures.
- Process customer transactions accurately and efficiently using POS systems while maintaining attention to detail.
- Provide friendly customer service, balance cash drawers, and collaborate with team members to ensure a clean and organized checkout area for an improved overall customer experience.

Main Waitress

Five-star Hotel - Qatar
2021 – 2022

- Greeted and seated guests, provided menus, and offered recommendations based on guest preferences and dietary restrictions.
- Took food and beverage orders accurately, communicated orders to kitchen staff, and ensured prompt delivery to guests.
- Addressed guest inquiries, concerns, and complaints professionally and promptly, escalating issues as needed.
- Maintained cleanliness and organization of dining areas, including tables, chairs, and condiment stations.
- Assisted with inventory management, restocked supplies, and contributed to the overall efficiency of daily operations.

Receptionist & Head Cashier

Randiya Hotel - Sri Lanka
2016 – 2020

- Managed front desk operations, including greeting guests, answering inquiries, and handling check-ins/check-outs efficiently.
- Oversaw cashier functions, including handling cash transactions, reconciling daily accounts, and preparing financial reports.
- Trained and supervised cashier staff, ensuring adherence to cash handling procedures and providing excellent customer service.
- Managed reservations, room assignments, and coordinated with housekeeping and maintenance teams to ensure guest satisfaction.
- Handled telephone calls, emails, and guest requests promptly and professionally, maintaining a high level of customer service.
- Conducted end-of-day reconciliations, generated financial reports, and maintained accurate records for auditing purposes.

Professional Qualifications

Hotel Management Course

Colombo International Hotel School

Basic Scientific Dressmaking Certificate Course

Singer Fashion Academy

Education

G.C.E Advanced Level Examination

Successfully Completed - 2015

G.C.E Ordinary Level Examination

Successfully Completed - 2013

Languages

- English
- Sinhala

Personal Details

| | |
|----------------------|-------------------|
| Date of Birth | 10th October 1996 |
| Gender | Female |
| Nationality | Sri Lankan |
| Passport No | N8721116 |
| Visa Status | Visit Visa |

Skills

Cash Handling Customer Service Training Staff Financial Reporting Inventory Management

Record Keeping Billing Procedures Problem Solving Multi-tasking Organizational Skills

Reference

- Reference available on request.