



NISAL GAYASHAN

My Contact

✉ nisal.silva@gmail.com

☎ +971-543435562

📍 Dubai – United Arab Emirates

Core Skills

- Strong interpersonal skills analytical and critical thinking
- Proficiency in English & and Sinhala
- MS Office (Word, Excel, Powerpoint)
- Target oriented
- Knowledge of POS systems
- Problem-Solving
- Cashiering & and cash handling
- Coordination
- Time management
- Commercial Awareness
- Administration
- Integrity
- Relationship Management

Educational Background

- University of Kelaniya – Sri Lanka
Bachelor of Commerce (Special)
Completed in 2023
- Certified Management Accountants (CMA)
Completed Foundation & Operational levels
Completed in 2022
- SIKSIL Institute of Business and Technology
Diploma in Business Information Technology
Completed in 2018
- Association of Accounting Technicians (AAT)
Completed the foundation stage
Completed in 2015
- Institiue of Bankers in Sri Lanka (IBSL)
Intermediate in Applied banking and finance
Completed in 2022

About Me

Dedicated cashier and customer support executive with more than 3 years of experience. Proven expertise in accurate financial transactions, cash management, and excellent customer service. Skilled in handling diverse payment methods and addressing customer inquiries with professionalism. Committed to ensuring a positive shopping experience. Proficient in POS systems and adept at multitasking in a fast-paced environment. Seeking opportunities to contribute strong organizational and interpersonal skills to a dynamic team.

Professional Experience

Keels Super | Cashier

November 2021 – November 2023 (02 Years)

Cash Handling

Process customer payments accurately, including cash, credit/debit cards, and mobile payments. Maintain an organized and secure cash register, ensuring the correct change is given.

Order Processing

Receive customer orders, enter them into the POS system, and verify order accuracy. Coordinate with kitchen staff to ensure timely preparation and delivery of orders.

Customer Service

Provide friendly and efficient customer service, addressing inquiries, and resolving issues promptly. Offer menu recommendations and inform customers about promotions or specials.

Billing and Invoicing

Generate and present bills to customers with transparency and accuracy. Explain charges, discounts, and any additional fees as necessary.

Record Keeping

Maintain detailed records of daily transactions, ensuring financial accuracy.

Upselling and Cross-Selling

Identify opportunities to upsell additional menu items or suggest complementary products to enhance the customer experience. Stay informed about current promotions or menu changes to inform customers accordingly

Supervision

Oversee daily cashier operations, assign tasks, and manage breaks.

Financial Reporting

Generate and analyze financial reports for insights.

Fraud Prevention

Implement measures to prevent fraudulent activities.

Personal Details

- Name in full: Senaseege Nisal Gayashan Silva
- Date of Birth: March 21, 1997
- Gender: Male
- Status: Unmarried
- Nationality: Sri Lankan
- Visa Status: Visit Visa
- References: Available on request

What can I bring to the organization?

With over three years of dedicated experience as a Cashier cum Customer Service Executive, I bring a wealth of expertise and a commitment to excellence that can significantly contribute to your company. My proficiency in precise cash handling, efficient use of POS systems, and in-depth product knowledge enable me to provide seamless service to customers. I am adept at resolving customer inquiries and issues with a patient and customer-centric approach, fostering positive relationships. My strong organizational and multitasking skills ensure that transactions are accurate, and customer interactions are handled with the utmost professionalism. As a tech-savvy individual, I adapt quickly to new technologies and contribute to the efficient functioning of the cashier system. With a keen eye for detail and a customer-first mindset, I am poised to enhance the overall customer experience and contribute to the success of your company.

Professional Experience

House of Fashion | Cashier (Assistant) *March 2018 – March 2019 (01 Year)*

Cash Handling

Accurately handle cash transactions, and count change efficiently.

Customer Service

Greet customers, assist with inquiries and provide basic product information.

Product Knowledge

Familiarize with the supermarket's product range for effective transaction processing.

System Training

Learn to operate the POS system for basic and advanced transactions.

Basic Arithmetic

Develop skills for quick and accurate calculation of totals and change.

Efficiency

Increase transaction speed while maintaining accuracy in cash handling.

Inventory Awareness

Stay informed about product availability and promotions.

Cash Balancing

Reconcile daily transactions to ensure accurate cash handling.

Conflict Resolution

Handle customer concerns effectively and escalate when necessary.

Supervision

Oversee daily cashier operations, assign tasks, and manage breaks.

Financial Reporting

Generate and analyze financial reports for insights.

Fraud Prevention

Implement measures to prevent fraudulent activities.

Cross-Functional Collaboration

Collaborate with other departments for process improvement.

Team Leadership

Provide leadership to the cashiering team and ensure policy adherence.

Training and Development

Design and conduct training programs for all cashier levels.

Adaptation to Technology

Stay updated on POS technology advancements and contribute to system improvements.