

Nadeeka Ranwala

Cashier | Customer Service | Transaction Management | Product Knowledge

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SUMMARY

With over 4 years of experience as a Cashier, I excel in providing exceptional customer service, handling transactions efficiently, and assisting customers with product queries. I've been recognized for my dedication to ensuring customer satisfaction and my ability to handle cash transactions with accuracy. My passion for customer satisfaction and continuous learning drives my commitment to the retail industry.

EXPERIENCE

Cashier

Pan Care Pvt Ltd

2017 - 2022 Colombo, Sri Lanka

Handled cash transactions, provided customer service, and maintained the cash register.

- Processed an average of 150 transactions daily with a 99.9% accuracy rate.
- Assisted customers with product queries, ensuring a positive shopping experience.
- Managed cash drawer, ensuring accurate cash handling and daily reconciliations.
- Collaborated with the team to maintain store cleanliness and product displays.

Accounts Assistant

Simdi Company Pvt Ltd

2014 - 2017 Male, Maldives

Supported senior cashiers in handling transactions and customer service.

- Assisted in processing transactions, ensuring quick and efficient service.
- Helped customers with product information and store promotions.
- Participated in training sessions to enhance product knowledge and customer service skills.
- Handled returns and exchanges, ensuring customer satisfaction.

EDUCATION

Certificate of Cashier Training

City College of San Francisco

2013 - 2015 Colombo, Sri Lanka

LANGUAGES

English
Proficient



STRENGTHS



Customer Service

Skilled in providing exceptional customer service, ensuring customer satisfaction.



Transaction Management

Efficient in handling cash transactions, ensuring accuracy and integrity.



Product Knowledge

Well-versed with store products, assisting customers in making informed decisions.

SKILLS

Customer Service

Transaction Management

Cash Handling

Product Knowledge

Team Collaboration

Returns and Exchanges

Promotion Awareness

Store Maintenance

Problem Solving

Communication

ACHIEVEMENTS



Customer Service Award

Recognized for providing exceptional customer service for three consecutive months.



Perfect Attendance

Maintained perfect attendance for two consecutive years, showcasing dedication.



Team Player

Acknowledged for assisting team members during peak hours, ensuring smooth operations.