



Madushika Perera

PROFILE

Greetings, I am Madushika Darshani Perera, a dedicated and versatile individual born on June 21, 1997, currently residing in Internet City Tecom, UAE, and holding an employment visa. I can be reached at 0582719346 or via email at madushikadarshani1997@gmail.com. Fluent in Sinhala and English, with partial proficiency in Hindi, I bring forth a wealth of experience gained through my roles as a Sales Lady. During my tenure at Sunrise City Supermarket LLC in the UAE from 2016 to 2024, I handled diverse responsibilities encompassing merchandising, cashier duties, and receiving. Moreover, my stint as a Sales Lady at Life Mobile Lanka (Pvt) Ltd for 8 months allowed me to hone my skills in sales, merchandise, and retail, particularly in the mobile products sector. Academically, I have successfully passed both O/L and A/L exams, demonstrating my commitment to continuous learning and growth. Additionally, I have enriched my knowledge and abilities through a certificate course in office application, undertaken from January 13, 2014, to May 13, 2014. Furthermore, I have completed training in basic food safety service, acquiring vital skills to ensure compliance with food safety standards and protocols. With a keen eye for detail, coupled with excellent communication and interpersonal skills, I excel in fostering strong relationships with customers and colleagues alike. Proficient in MS Office and adept at utilizing inventory management systems, I am capable of handling complex tasks efficiently and accurately. A team player at heart, I thrive in collaborative environments, where I can contribute my expertise while also learning from others. Adaptable and quick to grasp new concepts, I am eager to embark on new challenges and opportunities that allow me to further utilize and expand my skill set. Thank you for considering my background and qualifications.

EXPERIENCE

SALES LADY (MOBILE SELLER)

Life Mobile Lanka (Pvt) Ltd

Duration: 8 months

- Acted as a sales associate, proficiently handling merchandise, retail, and mobile sales operations.
- Welcomed and assisted customers with enthusiasm, offering personalized guidance in selecting mobile products tailored to their needs and preferences.
- Demonstrated in-depth product knowledge and expertise, providing comprehensive information and recommendations to customers regarding features, specifications, and pricing.
- Conducted sales transactions with precision and accuracy, ensuring seamless payment processing and efficient handling of customer inquiries and concerns.
- Implemented effective sales techniques and strategies to maximize revenue generation and achieve sales targets.
- Maintained a tidy and organized retail environment, including product displays, shelves, and promotional materials, to uphold brand image and enhance the shopping experience.
- Monitored inventory levels and replenished stock as needed to ensure product availability and meet customer demand.
- Collaborated with team members to execute promotional events, product launches, and sales campaigns, contributing to increased foot traffic and sales opportunities.
- Utilized point-of-sale (POS) systems and other sales software to track sales, manage inventory, and generate reports for performance analysis.
- Addressed customer feedback and resolved issues promptly and professionally to ensure customer satisfaction and loyalty.
- Stayed updated on industry trends, new product releases, and competitor offerings to provide customers with relevant and up-to-date information.
- Participated in ongoing training sessions and product knowledge seminars to enhance sales skills and product expertise.

SALES LADY (MERCHANDISING, CASHIER, AND RECEIVING)

Sunrise City Supermarket LLC, UAE

2016 - 2024

- Managed merchandising activities, including arranging displays and shelves to maximize product visibility and appeal to customers.
- Operated cash registers accurately and efficiently, processing transactions and handling cash, credit, and debit card payments.
- Welcomed customers warmly, provided assistance, and addressed inquiries regarding products, pricing, and promotions.
- Maintained cleanliness and organization of the store premises, ensuring a pleasant shopping environment for customers.

CONTACT



Address

Internet City Tecom, UAE



Phone

+94 58 271 9346



E-mail

madushikadarshani1997@gmail.com

Personal Info

- **Full Name:** Madushika Darshani Perera
- **Date of Birth:** June 21, 1997
- **Civil Status:** Single
- **Visa Status:** Employment Visa

Education

Passed G.C.E. O/L Examination

Passed G.C.E. A/L Examination

Language

- Sinhala
- English
- Partial Hindi

Skills

- **Sales Operations Management:** Demonstrated ability to oversee various aspects of sales operations, including merchandising, cashier duties, and receiving, to ensure smooth and efficient workflow.
- **Merchandising Expertise:** Proficient in arranging displays, shelves, and product placements to maximize visibility and attract customers, ultimately driving sales.
- **Cashiering Proficiency:** Skilled in accurately processing transactions, handling cash, credit, and debit card payments, and managing cashier responsibilities with attention to detail.

- **Receiving and Inventory Management:** Experienced in receiving incoming shipments, verifying quantities, inspecting product quality, and managing inventory to optimize stock levels and sales performance.
- **Customer Relationship Management:** Capable of providing exceptional customer service, addressing inquiries, resolving issues promptly, and fostering positive relationships to enhance customer satisfaction and retention.
- **Exceptional Customer Service:** Committed to delivering outstanding service, ensuring a pleasant shopping experience, and going above and beyond to meet customer needs and expectations.
- **Product Knowledge and Recommendation:** Well-versed in mobile products and retail merchandise, providing expert advice, recommendations, and product knowledge to assist customers in making informed purchasing decisions.
- **Sales Transaction Execution:** Skilled in executing sales transactions accurately and efficiently, processing payments, and handling customer inquiries with professionalism and courtesy.
- **Accuracy and Efficiency in Payment Processing:** Able to handle cash, credit, and debit card transactions with precision and efficiency, minimizing errors and maintaining financial accuracy.
- **Inventory Control and Stock Management:** Proficient in managing inventory levels, conducting stock checks, and implementing inventory control measures to optimize stock availability and minimize stockouts.
- **Team Collaboration and Coordination:** Effective team player with strong collaborative skills, capable of working closely with team members to achieve sales targets, enhance store productivity, and ensure smooth operations.
- **Sales Target Achievement:** Proven track record of meeting or exceeding sales targets through effective sales strategies, customer engagement, and proactive sales efforts.

- Received incoming shipments of merchandise, verified quantities, and inspected products for quality and condition.
- Assisted with inventory management tasks, including stock replenishment, stock rotation, and periodic stocktaking.
- Monitored product expiry dates and implemented procedures to minimize wastage and loss due to expired items.
- Collaborated with team members to ensure smooth and efficient operations during peak hours and busy periods.
- Upsold and cross-sold products to customers based on their preferences and needs, maximizing sales opportunities.
- Adhered to company policies and procedures, including those related to safety, security, and hygiene standards.
- Participated in training sessions and meetings to stay updated on product knowledge, sales techniques, and company policies.
- Assisted in promotional activities and marketing campaigns to drive sales and increase customer footfall.
- Resolved customer complaints and issues promptly and effectively, ensuring customer satisfaction and loyalty.
- Contributed to the overall success and profitability of the supermarket by achieving sales targets and delivering excellent customer service.

CERTIFICATE

Certificate in Office Application Course

Duration: January 13, 2014 - May 13, 2014

- Successfully completed the Certificate in Office Application course, acquiring proficiency in essential office software tools and applications.
- Developed skills in word processing, spreadsheet management, presentation design, and email communication.
- Demonstrated competence in utilizing office software to enhance productivity and efficiency in administrative tasks.

Training Course for Basic Food Safety Service

Course Date: July 5, 2021

- Completed training in basic food safety service, gaining knowledge and understanding of fundamental food safety principles and practices.
- Acquired skills in food handling, hygiene, sanitation, and proper food storage to ensure compliance with food safety regulations and standards.
- Demonstrated commitment to maintaining food safety and promoting a safe and hygienic environment in food service establishments.

Thank you for considering my application. I am eager to bring my diverse skill set, dedication, and passion for excellence to a dynamic role within your organization. With a proven track record of success in sales, customer service, and administration, coupled with a commitment to continuous learning and growth, I am confident in my ability to contribute effectively to your team. I am particularly drawn to the prospect of joining your company, as its reputation for innovation and commitment to employee development align closely with my own values and aspirations. In me, you will find a dedicated and adaptable team player who thrives in fast-paced environments and excels under pressure. I am proficient in tools such as the Microsoft Office Suite and possess strong communication and interpersonal skills. I am excited about the opportunity to explore how my experiences and qualifications can align with the needs of your organization. Thank you for your time and consideration. I look forward to the possibility of discussing further how I can contribute to your team's success.

Warm Reagrds,

Madushika Perera