

# NIROSHA NIMALI PERERA



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UNITED ARAB EMIRATES  
SHARJAH

## SUMMARY

Seeking position that allows for career advancement through utilization of leadership, administrative and communication skills for mutual growth and success. Equipped with 09 Years of experience in that 6 Years in UAE, Retail, leisure & Entertainment branch management, customer service, Team Management of leadership.

## SKILLS

- Communication
- Troubleshooting and problem solving
- Microsoft Office
- Entertainment Operation
- Customer Service
- Team Management
- Branch Operation
- Staff training
- POS system
- Flexibility

## WORK EXPERIENCE

OCT 10 2022 - Till Date

**BIG BALLOON RIDE | TRAINEE TEAM LEADER | OPERATOR | CASHIER | HOST**  
SHARJAH, United Arab Emirates

- Supporting Operation manager to oversee daily operations of the big balloon ride center includes 15+ rides go karting adults & kids, bumper car, deer ride, trampoline, Arcade games, water pool, bungee jumping, inflatable slider & castle VR Games Food Truck etc.
- Manage Staff.
- Perform opening and Closing Duties.
- Assigning tills operation staff & preparing deposits.
- Conduct park walk-throughs to ensure safety & address any operational issues.
- Operate the Ride While paying attention to the Guests & Ride to ensure safety.
- Provide information about facilities, entertainment options rules & regulations.
- Manage Transactions with customers using POS
- Issue Receipts refunds change or tickets
- Supporting HR Team in training of staff, both ongoing and new hires as required.
- Assist with marketing team in the preparation of advertising ensure full support from operation
- Any other duties as required by the HOD.

DEC 1<sup>ST</sup> 2021 - OCT 1<sup>ST</sup> 2022

**ABU DHABI CO OPERATIVE SOCIETY | Casheir |** Abu Dhabi, United Arab Emirate

- Receiving payments, issuing receipts & keeping track of all cash & credit transactions.
- Resolve customer complaints & concerns.
- Working with the team to meet store sales goals
- Answering customer questions about products or services & providing recommendations based on customer needs.
- Processing sales transactions and taking payments
- Calculating and returning change for cash transactions
- Reconciling cash drawers and sales receipts
- Operate the cash register and handle various forms of payment, including cash, credit/debit cards, and mobile payments
- Balance the cash register at the beginning and end of each shift, following company procedures for cash handling.
- Upsell products or suggest complementary items where appropriate
- Keep track of inventory levels at the register and inform supervisors about low stock or out-of-stock items.
- Participate in team meetings and training sessions as needed

FEB 2021 - SEP 2021  
**SRI LANKA FREEDOM PARTY | PHOTOGRAPHER & MEDIA SECRETARY**  
| SRI LANKA

OCT 2020 - FEB 2021  
**AEGIS SRI LANKA | CUSTOMER CARE EXECUTIVE | SRI**  
LANKA

Jan 2018 - Mar 2020  
**MAJID AL FUTTAIM GROUP CARREFOUR | CASHIER | Abu**  
Dhabi, United Arab Emirate

- BEST E-VOUCHER SELLER OF THE MONTH NOV 2019
- BEST CASHIER OF THE MONTH JUNE | DEC 2018, JAN | JUNE 2019
- BEST SMASHABLE OF THE MONTH MAY 2019
- BEST ECO BAG SELLER OF THE MONTH NOV 2019

March 2016 - Aug 2016  
**ANURADHA AGENCIES | ACCOUNT ASSISTANT | SRI LANKA**

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## EDUCATION

**ACADEMIC | ST' PAUL'S GIRL'S SCHOOL, MILAGIRIYA, SRI LANKA**  
**ADVANCE LEVEL 2015 | ORDINARY LEVEL 2011**

PROFESSIONAL ACCOUNTING QUALIFICATION | AAT SRI LANKA  
DIPLOMA IN COMPUTERIZED ACCOUNTING | JMC SCHOOL SRI LANKA  
DIPLOMA IN MS OFFICE | JMC SCHOOL SRI LANKA  
DIPLOMA IN GRAPHIC DESIGNING | JMC SRI LANKA

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## SAFETY & HEALTH CERTIFICATION |

SAFER FIRE SAFETY CONSULTANCY UAE |  
FIRE FIGHTING & SAFETY PROTECTION LEVEL 1 (BASIC FIRE SAFETY)

AMERICAN SAFETY & HEALTH INSTITUTE UAE |  
FIRST AID, CPR & AED TRAINING

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## PERSONAL DETAIL

Date of Birth: - 14<sup>TH</sup> September 1995  
Passport No: - N5584532  
Language: - English, Hindi & Arabic Beginner  
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## DECLARATION

With This I declare that given detail is true and complete.