



Nirupa Chandrasekera

Retail Cashier & Customer
Service Associate

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Al Hudaiba, Dubai, United Arab Emirates

SUMMARY

Experienced and dependable cashier with a strong background in retail customer service and transaction processing. Skilled in operating POS systems, handling cash and card payments accurately, and maintaining organized checkout stations. Proven ability to assist customers courteously, resolve billing issues promptly, and support store operations through tasks like restocking and returns. Committed to delivering efficient service in busy retail environments with attention to detail and integrity.

EXPERIENCE

06/2018 - 09/2024

Bank Associate

Hatton National Bank PLC ↗

- Deployed and supported over 1,200+ Solo Lanka QR and POS terminals nationwide, directly contributing to a 35% increase in cashless transactions, aligning with Central Bank digital payment directives.
- Delivered 99% uptime by resolving technical issues for POS, Mobile POS, Lanka QR, and Internet Payment Gateway (IPG) systems, reducing merchant escalations across all service regions.
- Onboarded and managed 300+ merchants, generating 200+ leads and helping boost digital payment adoption by 25% in targeted SME sectors.
- Configured POS devices (Android, VX520, VX675, GPRS, PSTN) for 50+ enterprise and retail clients, resulting in 40% faster transaction processing and fewer hardware failures.
- Produced business intelligence reports that led to a 15% improvement in operational performance through data-informed strategic recommendations.
- Facilitated seamless integration of 200+ merchants with Hatton National Bank's digital platforms (SOLO, MOMO, POS), contributing to a 20% growth in daily digital transaction volume.
- Coordinated with 20+ regional bank branches to support new lead generation, achieving a 20% MoM increase in digital product engagement.
- Designed and distributed customized marketing materials that drove a 30% rise in merchant engagement and strengthened brand presence in competitive markets.

02/2017 - 09/2018

Chief Cashier

Arpico Supercentre ↗

- Operated POS terminals to process cash, card, and voucher transactions efficiently.
- Maintained accurate cash drawers and balanced registers at end of shifts.
- Provided courteous assistance to customers and resolved billing or pricing inquiries.
- Assisted with merchandise returns, exchanges, and shelf restocking when required.
- Followed store procedures for loss prevention and customer service.
- Processed an average of 150+ customer purchases per shift while maintaining speed and accuracy.
- Delivered high-quality customer service by addressing queries and ensuring smooth checkout experiences

EDUCATION

02/2019 - 02/2022	BSc(Hons) Computing Wrexham Glyndwr University - UK
03/2015 - 09/2016	Diploma In Information Technology Pearson - UK

SKILLS

POS System Operation	Expert	Scanning & Processing Payments (Cash, Card, Digital)	Expert
Fast & Accurate Cash Handling	Expert	Accuracy in Billing & Pricing	Expert
Friendly Customer Service	Advanced	POS Programming	Expert
Team Collaboration	Expert		
Daily Reconciliation & Reporting	Expert		

LANGUAGES

English	Fluent	Sinhala	Native
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