



# PESHILA CHAMODI

## CONTACT

+971 56 588 0451

peahu.chamo@gmail.com

UAE, Dubai

## PROFILE

Dedicated and customer-focused Assistant Cashier and Waitress with 3 years of experience in retail environments. Adept at handling transactions, managing customer inquiries, and maintaining a clean and organized workspace. Seeking to leverage my skills and experience to contribute to a dynamic team.

## EDUCATION

Jul – 2022  
**Diploma in Information Technology**  
SITC Campus

Feb - 2021  
**Certificate of English**  
Diplomat's MUN

## SKILLS

- **Customer Service:** Excellent communication and interpersonal skills, able to build rapport with customers and resolve issues efficiently.
- **Sales Techniques:** Proficient in up-selling and cross-selling, with a track record of achieving sales targets.
- **Cash Handling:** Accurate cash management, experience with POS systems, and ability to handle transactions securely.
- **Inventory Management:** Effective at managing stock levels, restocking shelves, and maintaining store appearance.
- **Problem-Solving:** Skilled at troubleshooting and addressing customer concerns with professionalism and patience.

## EXPERIENCE

**ASSISTANT CASHIER / Richland food city - Sri Lanka**  
SEP 2023 - FEB 2023

- Packed and bagged products based on customer needs.
- Provided excellent customer service by addressing inquiries and resolving issues.
- Maintained a clean and organized checkout area.
- Restocked shelves and organized merchandise to ensure a pleasant shopping environment.

**SALES ASSOCIATE / Singha stores & rice mill**  
JAN 2023 - MAY 2022

- Provided excellent customer service, including assisting customers with product inquiries, locating items, and resolving complaints.
- Actively engaged in up-selling and cross-selling products, increase in sales.
- Maintained clean and organized sales floor and cashier area to enhance customer experience.
- Managed inventory, restocked shelves, and ensured merchandise displays were appealing and well-organized.

## SOFTWARE KNOWLEDGE

- Microsoft Word
- Photo-shop
- Computer ERP Systems
- Microsoft Excel
- Email / Internet
- Google Suite

## LANGUAGES

- English (Advanced)

## REFEREES

Reference will be added on request.

## WAITRESS / Seafood Restaurant - Sri Lanka

APR 2022 - APR 2021

- Provided exemplary service in a fast-paced, high-volume hotel restaurant, ensuring guest satisfaction through attentive and personalized service.
- Managed tables, efficiently handling orders, serving food and beverages, and processing payments.
- Assisted with menu recommendations and special requests, accommodating dietary restrictions and preferences.
- Collaborated with kitchen staff to ensure timely and accurate order fulfillment.

## SERVER / Nil Diya Hotel - Sri Lanka

APR 2021 - JAN 2021

- Greeted and seated customers, provided menu recommendations, and took orders with a positive attitude.
- Managed multiple tables simultaneously in a fast-paced environment, ensuring timely and accurate service.
- Resolved customer complaints and concerns with professionalism, ensuring guest satisfaction.
- Maintained cleanliness and organization of dining areas and ensured compliance with health and safety regulations.

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**I am well-prepared to commence my role immediately and can readily accommodate the company's preferred start date.**