



PRABHASHWARA SILVA – *Supervisor*

EXECUTIVE SUMMARY

Energetic and cordial customer service professional with skills in money management and communication. Handles working in the cashier role with ease and enjoys being part of a team to get tasks done more quickly. Always open to learning on the job.

WORK EXPERIENCE

SUPERVISOR – SOFTLOGIC GLOMARK, NUGEGODA, SRI LANKA *10/2020 – 09/2023*

- Instructing, advising, hiring, guiding, and educating team members
- Reviewing an annual budget, planning expenditures, evaluating variances, and implementing corrective financial measures
- Ensuring store displays are attractive and neat
- Maintaining inventory and ensuring items are in stock
- Assisting retail sales employees in meeting their targets
- Preparing and distributing employee work schedules

CASHIER – LAUGFD SUPER, KOHUWALA, SRI LANKA *10/2016 – 10/2020*

- Assisted customers with sales transactions accurately and efficiently, including cash and card payments.
- Completed daily cash and credit sales reports for supervisors and store managers.
- Helped up to 20 customers per hour during rush hour with confidence and positive energy.
- Helped customers in locating hard-to-find items with an uplifting attitude.
- Played a key role in making customers feel welcomed and satisfied by maintaining a professional attitude.
- Issue receipts, refunds, change or tickets.
- Resolve customer complaints, guide them and provide relevant information.

CASHIER (TRAINEE) – LAUGFD SUPER, KOHUWALA, SRI LANKA *05/2015 – 10/2016*

- Maintain the cash register by accurately counting the cash drawer at the beginning and end of each shift, ensuring that it balances with sales transactions.
- Answer customer inquiries and resolve any issues or complaints.
- Greet customers and assist them with their purchases.
- Keep area clean and tidy at all times
- Deliver cheques and collect payments

ACADEMIC BACKGROUND

Completed Business Level I & Business Level II Reading Corporate Level

Institute of Chartered Accountants of Sri Lanka

Completed certificate course of Financial Analysis & Forecasting

Institute of Chartered Accountants of Sri Lanka

GCE Advanced Level Examination – 2014 – (Physical Science) (High School Diploma)

Isipathana College – Colombo 05

GCE Ordinary Level Examination -2011

Sri Rewatha Royal College - Nugegoda

CONTACT INFO

Address –No. 510 Apartment,
AL Barsha, Dubai,
UAE

Email –
prabhashsilva95@gmail.com

Contact No - +971582559766

PERSONAL DETAILS

Nationality: Sri Lankan

Marital Status: Married

Passport No: N9070240

LANGUAGE

English - Fluent

Sinhala – Native

SKILL HIGHLIGHTS

Cash Handling

Mathematics

Customer Service

Leadership Experience

Time Management

Organizing Skills

Teamwork

SYSTEM

Microsoft Office– Expert

I.Construct – Expert

Tally - Proficient

Quickbook - Proficient