



# RASHMI UPEKHA AGALAKADA

## CONTACT

Al Nahda, Sharjah, United Arab  
Emirates 00000

**Mobile:** +971568769250

rashmiupekha142@gmail.com

**Nationality:** Sri Lankan

**LinkedIn:** <https://www.linkedin.com/in/rashmi-upekha-agalakada>

## EDUCATION

01/2017 - 05/2018

NVQ Level 4 - ICT Technician:  
Information Technology - Passed  
**National Apprentice And  
Industrial T. Authority**, Walasmulla

12/2013 - 05/2016

GCE Advanced Level 2016:  
Technology - Passed  
**H/Walasmulla National School**,  
Walasmulla, Sri Lanka

01/2007 - 05/2013

GCE Ordinary Level 2013: Science -  
Passed  
**Walasmulla National School**,  
Walasmulla, Sri Lanka

01/2014 - 05/2014

MS Office Professional Course:  
Information Technology - A GRADE  
**Toffel Institute**, Tangalle, Sri Lanka

09/2016 - 05/2016

Certificate in Internet and  
Ecommerce: Ecommerce  
**Amazon Lanka Institute**, Seeduwa,  
Sri Lanka

## PROFESSIONAL SUMMARY

Dedicated to achieving customer satisfaction and employee retention. Able to focus on projects, develop strategies and meet or exceed company expectations. Strong rapport with personal customers, and associates based on knowledge, professionalism and integrity.

## WORK HISTORY

April 2022 - Current

**Cashier, Night To Night Dept Stores Sharjah**, Sharjah,  
United Arab Emirates

- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
- Performed accurate cash counts at store opening and closing.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Recorded daily transaction information using POS systems, enabling stock success monitoring.
- Interacted and engaged with customers, providing guidance and expert advice to influence purchase decisions.
- Handled customer enquiries promptly and professionally, consistently exceeding satisfaction KPIs.
- Continuously improved product knowledge to maintain highest levels of service quality.
- Displayed and restocked merchandise by following brand guidelines.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.

September 2018 - March 2022

**Banking Assistant, Pan Asia Banking Corporation**, Matara,  
Sri Lanka

- Consistently met service quality targets by maintaining in-depth knowledge of bank products, services and best practices.
- Ensured safety and confidentiality of clients and bank assets, adhering to bank security policies across all tasks.
- Assisted customers in bank operations, including opening accounts, accessing safe deposit boxes and cash point operations.
- Removed mutilated currency from circulation.
- Prepared official cheques as requested.
- Identified and reported suspicious behaviour to security personnel as appropriate.
- Employed Accurately and Clearly to balance cash drawers, achieving

01/2014 - 05/2014  
Diploma in English: English  
Language - A Grade  
**Toffel Institute**, Tangalle, Sri Lanka

## LANGUAGES

### English

Fluent

### Hindi

Beginner

### Sinhala

Native

zero shortages or overages.

August 2017 - September 2018

**Internship Trainee, *Hatton National Bank PLC***, Walasmulla, Sri Lanka

- Kept accurate operations records for thorough data auditing.
- Opened customer accounts and provided smooth onboarding services.
- Built customer bases through cold calling and referral conversions.
- Handled credit approval processes through diligent application management.
- Coached banking service teams in providing exceptional customer care.

## SKILLS

- Purchase assistance
- Cash handling
- Customer service support
- Cross-selling expertise
- Pressure Handling
- Communication Skills

## INTERESTS

Travelling  
Learning Guitar  
Reading Books

## REFERENCES

Chinthaka Ariyapala - Manager  
Hatton National Bank PLC, Walasmulla  
+94715340885

Pradeepa Wickramaarachchi - Lawyer  
The Magistrate Court, Walasmulla  
+94718175736