



Rashmi Wijemanna

CONTACT

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SKILLS

- Customer Service
- Team building
- Public relations
- Pos system proficiency
- Menu knowledge
- Till balancing
- Health and Safety awareness
- Strong communication
- Customer engagement
- Safety procedure compliance

LANGUAGES

English

Advanced

Sinhala

Native

PROFESSIONAL SUMMARY

Service-minded Cashier with 3 years history of providing top-tier customer service in high-volume retail operations. Goal-focused Waitress well-versed in gastropub and restaurant settings. Driven to go above and beyond to satisfy customers, improve operations and support team members. Veteran professional skilled in maximising patron turnover without sacrificing service.

WORK HISTORY

Cashier 01/2023 - 01/2024
Day to Day Hypermarket - Sharjah, UAE

- Resolved customer complaints and answered queries about store products.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Addressed and resolved over 20 customer inquiries and complaints daily.
- Processed a high volume of sales transactions that exceeded the daily limit.
- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Processed up to in cash, credit or check transactions daily with zero error.

Waitress 09/2022 - 01/2023
Kabab Rolls Restaurant - Dubai, UAE

- Ensured compliance with health and safety regulations in the preparation and service of food resulting in zero customer complaints.
- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Arranged tables and set up linens and silverware in preparation for guests.
- Delivered checks, collected cash or credit card payments and provided receipt to customers.

Office assistant 02/2019 - 02/2021
Kevilton Sub Agency - Chilaw, Sri Lanka

- Kept inventory of office supplies and ordered new items when necessary.
- Created weekly and monthly reports and presentations, enabling improved operational analysis.
- Maintained office files for reliable reference, including electronic and hard copies.
- Processed invoices and payments using accounting software.
- Received and screened high-volume internal and external communications, calls and email.
- Greeted guests and clients with warmth and professionalism.

EDUCATION

Bachelor of Arts

Ruhuna University – SriLanka

Certificate Course : Human Resource Management

Lalith Athulathmudhali Vocational Training Centre – SriLanka

Certificate Course : Microsoft Office

Vocational Training Centre – SriLanka