



THARAKA MADUSHAN

Detail-oriented and customer-focused professional experienced **Cashier** with **strong background in financial organizations and supermarkets**. Totalling **09 years** of customer service excellence. Dedicated team player with excellent communication and organizational skills as well as proficient in cash handling, documentation, data entry, and transaction processing. Seeking to leverage comprehensive expertise in both Cashiering and branch operations to excel in a success of the organization ensuring efficient branch operations and delivering exceptional customer service. Experience, attention to detail and quick learning skill enable me to be multi-tasking.

WORK EXPERIENCE

Branch Operation Executive | Officer In-charge 2021 - 2023
Citizens Development Business Finance PLC (CDB), Sri Lanka

- Processed branch authorizations [cash, pawning, deposit, leasing] and customer requests through the internal core banking and ERP system.
- Maintaining branch portfolio, utilized banking knowledge to recognize client's financial needs, effectively managed their portfolios, and offered advice regarding investments and other banking services by cross-selling.
- Observed procedures, compliance, data security protocols.
- Handled high volume calls and emails to address customer inquiries and concerns.
- Organized files and relevant documents to support efficiency and traceability, maintained standard service and ensuring good audit reports.

Cashier | Teller | Credit Officer 2016 - 2021
Citizens Development Business Finance PLC (CDB), Sri Lanka

- Checked bank notes carefully to detect counterfeit currency.
- Completed opening and closing procedures promptly, efficiently, and accurately.
- Observed procedures, compliance, data security protocols.
- Cross-selling financial products and services to boost business opportunities.
- Completed accurate, high-volume money counts using both manual and machine-driven approaches.
- Assisted customers with setting up or closing accounts, completing loan applications, and signing up for new services.
- Accepted payments on bank loans and updated accounts with changing balances.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.

Cashier & Senior Customer Service Assistant 2014- 2016
Cargills Food City Super Market, Sri Lanka

- Greeting customers with delightful & helpful attitude and determine their needs as they enter the store.
- Completed customer transactions with speed, accurately and issuing receipts.
- Operated a register and accurately handle customer cash, credit/debit payments, and change.
- Maintained cleanliness of the cashier area and assisted in maintaining overall store cleanliness.
- Maintained high standards of customer service during high-volume, fast-paced operations and maintain up-to-date knowledge of sales and store promotions.
- Built long-term relationships and advised customers on purchases and promotions.

PROFESSIONAL QUALIFICATIONS

Diploma in Intermediate Applied Banking and Finance - 2018
Institute of Bankers of Sri Lanka, Colombo, Sri Lanka

Diploma in English - 2014
British Way English Academy, Sri Lanka

Diploma in IT (DiTEC) and MS Office Course - 2013
ESOFT Metro Campus, Sri Lanka

Customer Service Excellence Programme - 2021

ACHIEVEMENTS

- Consistently **recognized for outstanding branch operations performance, achieving top accolades twice.**
- Supper Cashier – Twice
Emerging staff – Twice

PERSONAL DETAILS

- Name with Initials : S.T.M.Roddrigo
- Date of Birth : 05.10.1991
- Gender : Male
- Civil Status : Married
- Nationality : Sri Lankan
- Languages : English | Sinhala

HARD SKILLS

- Cash Handling / Cash Registers
- Transaction Processing & POS
- Data Entry & ERP system
- MS Office suite
- Product knowledge & Compliance
- Basic math and counting
- Merchandise stocking
- Inventory management

SOFT SKILLS

- Customer service orientation
- Communication
- Organization & Adaptability
- Attention to Detail
- Cross-selling
- Team Player
- Work Ethics
- Inter personal skills

EDUCATION

D.S.SENANAYAKE COLLEGE - COLOMBO 07

General Certificate of Education Advanced Level Examination, Sri Lanka (2011)

- Physics (B) | Chemistry (C) | Combined Mathematics (S) | General English (A)

General Certificate of Education Ordinary Level Examination, Sri Lanka (2007)

- 9 A passes

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