

S. NISAL GAYASHAN SILVA

B. Com (Special), DBIT, PCM

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Dubai, United Arab Emirates



Dedicated cashier and customer support executive with more than 3 years of experience. Proven expertise in accurate financial transactions, cash management, and excellent customer service. Skilled in handling diverse payment methods and addressing customer inquiries with professionalism. Committed to ensuring a positive shopping experience. Proficient in POS systems and adept at multitasking in a fast-paced environment. Seeking opportunities to contribute strong organizational and interpersonal skills to a dynamic team.

PROFESSIONAL AFFILIATION

- Diploma in Business Information Technology (DBIT) in Siksil Institute of Business and Technology (SIBT) in Sri Lanka
- Completed foundation and operational levels of Certified Management Accounting (CMA), Sri Lanka
- Professional Certificate of Marketing (PCM) in Sri Lanka Institute of Marketing (SLIM)
- Party qualified in Association of Accounting Technicians (AAT) of Sri Lanka
- Party qualified Intermediate in Applied Banking and Finance in Institute of Bankers in Sri Lanka (IBSL)

SKILLS & CORE COMPETENCIES INCLUDE...

Customer Relationship Management ~ Critical Thinking ~ Team Leadership ~ Commercial Awareness ~ Strong Interpersonal Skills ~ Cashiering & cash handling ~ Problem Solving ~ Coordination ~ Presentation and Public Speaking ~ Process Improvement ~ Adaptability and Punctuality ~ Time management ~ Knowledge of POS systems ~

ORGANISATIONAL EXPERIENCE

KEELS SUPER– SRI LANKA

November 2021 – November 2023

Designated as Cashier

Roles & Responsibilities:

- Process customer payments accurately, including cash, credit/debit cards, and mobile payments. Maintain an organized and secure cash register, ensuring the correct change is given.
- Receive customer orders, enter them into the POS system, and verify order accuracy. Coordinate with kitchen staff to ensure timely preparation and delivery of orders.
- Provide friendly and efficient customer service, addressing inquiries, and resolving issues promptly.
- Generate and present bills to customers with transparency and accuracy. Explain charges, discounts, and any additional fees as necessary.
- Maintain detailed records of daily transactions, ensuring financial accuracy.
- Identify opportunities to upsell additional menu items or suggest complementary products to enhance the customer experience.

- Stay informed about current promotions or menu changes to inform customers accordingly.
- Oversee daily cashier operations, assign tasks, and manage breaks.
- Generate and analyse financial reports for insights.
- Implement measures to prevent fraudulent activities.

HOUSE OF FASHION - SRI LANKA

March 2028 – March 2019

Designated as a Cashier (Assistant)

Roles & Responsibilities:

- Accurately handle cash transactions, and count change efficiently.
- Greet customers, assist with inquiries and provide basic product information.
- Familiarize with the supermarket's product range for effective transaction processing.
- Learn to operate the POS system for basic and advanced transactions.
- Develop skills for quick and accurate calculation of totals and change.
- Increase transaction speed while maintaining accuracy in cash handling.
- Stay informed about product availability and promotions.
- Reconcile daily transactions to ensure accurate cash handling.
- Handle customer concerns effectively and escalate when necessary.
- Oversee daily cashier operations, assign tasks, and manage breaks.
- Generate and analyse financial reports for insights.
- Implement measures to prevent fraudulent activities.
- Collaborate with other departments for process improvement.
- Provide leadership to the cashiering team and ensure policy adherence.
- Design and conduct training programs for all cashier levels.
- Stay updated on POS technology advancements and contribute to system improvements.

EDUCATION

- Bachelor of Commerce (Special) from University of Kelaniya, Sri Lanka (2nd Upper Class)

PERSONAL DETAILS

Date of Birth : March 21, 1997
 Gender : Male
 Status : Unmarried
 Nationality : Sri Lankan
 Languages Known : English, Sinhala
 Availability : Immediately

~ References Available Upon Request ~