



THARUSHA DILSHAN

SALES REPRESENTATIVE



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No. 69, Watinapaha, Dewalapola,
Sri Lanka. (11102).

OBJECTIVE

"Experienced Sales Executive and Cashier with a proven track record at Fleming Go Duty Free, Bandaranayake International Airport. Skilled in delivering exceptional customer service, driving sales, and managing financial transactions with accuracy and efficiency. Eager to leverage my expertise in a fast-paced retail environment, ensuring a seamless shopping experience for international travelers while contributing to the company's continued success."

WORK EXPERIENCE

Sales Executive and Cashier | 2022 - 2024 (02 Years)

The Bandaranayake International Airport, Katunayake (Fleming Go Duty Free)

Responsibilities:

- Welcoming and assisting customers with a high level of professionalism and knowledge about the store's offerings, and ensuring an enjoyable shopping experience. Staff are expected to be approachable, helpful, and responsive to inquiries or requests.
- Actively promoting products, informing customers about current promotions or offers, and using persuasive selling techniques to boost sales.
- Efficiently processing transactions, handling various payment methods, and ensuring the accuracy of cash handling procedures. This includes closing out the register and reconciling receipts at the end of a shift.
- Staying updated on product details, new arrivals, and inventory to provide well-informed recommendations to customers.
- Maintaining the store's appearance by restocking shelves, organizing displays, and ensuring a clean and appealing shopping environment.
- Adhering to airport and company regulations, including safety and security protocols, and preventing loss or theft within the store.

Sales Assistant and Cashier | 2021 - 2022

Spa Ceylon Ayurveda (Pvt) Ltd

Responsibilities:

- Promoted and sell Spa Ceylon's range of Ayurvedic products and services to customers.
- Provided detailed product knowledge, ensuring customers are informed about ingredients, benefits, and usage.
- Built and maintain strong customer relationships to encourage repeat business and customer loyalty.
- Achieved sales targets by upselling and cross-selling products and services.
- Conducted product demonstrations and promotional events to increase sales.

PROFESSIONAL QUALIFICATIONS

Diploma in Office Application

IDM Campus, Sri Lanka

Certificate Course in Hardware & Networking

IDM Campus, Sri Lanka

EDUCATIONAL QUALIFICATIONS

GCE Advanced Level Examination - 2022 - 2023

GCE Ordinary Level Examinations - 2019

- 3C, 4S Passes

PERSONAL INFO

- Date of Birth 22 September 2003
- Gender Male
- Civil Status Single
- Nationality Sri Lanka

SKILLS

- Point of Sale (POS) System Operation
- Cash Handling & Reconciliation
- Product Knowledge & Upselling Techniques
- Inventory Management
- Stock Replenishment & Merchandising
- Basic I.C.T Knowledge
- Sales Reporting & Analysis
- Customer Relationship Management (CRM)
- Foreign Currency Handling
- Data Entry & Accuracy
- Compliance with Security & Retail Regulations
- Ability to work with team and ability to work alone

INTEREST

- Volunteering and Participating in Social Activities Public Speaking
- Group Hiking Tours
- Joining with Cookery Classes
- Meditation and Mind Relaxing
- Volunteering at local companies, clubs and organizations
- Organizing events in the community

STRENGTHS AND ATTRIBUTES

- Adaptability, enthusiasm and commitment are demonstrated in all areas of my work .
- Excellent interpersonal and communicational skills.
- Ability to perform well as a leader and team member without any supervision.
- Time Management / Communications / Team Work / Problem Solving / Leadership .

LANGUAGES

- English
- Sinhala

REFERENCE

- Available upon Request.

I do hereby declare that the above information is true and accurate to the best of my knowledge.