



Thiwanka Sudarshana Sarathchandra

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Nationality - Sri Lankan | **Date of Birth** - 14/10/1988

SUMMARY

Over an 08-year career in the retail field, Including 2 years experience in the FMCG department. The Kuwait and Sri Lanka Hypermarkets & Supermarkets chains. Gained expertise in Customer Marketing, Data Analysis, Stock Controlling, Channel sales, Team handling and Distribution management. Organized with marketing and Sales skills and a desire to learn more.

WORK EXPERIENCE

Restaurant Cashier

12/2022 - Present

Aria & Bianca Cafe - JLT - Dubai,UAE

1. Responsible for delivering effective customer service internally and externally as per defined standards at the cash till and processing all customer transactions such as cash and credit card.
2. Efficient in handling bills, foreign exchange currency transactions & promotion discounts.
3. Ensure the correct closing procedures for cash deposits and cash pickups are followed and report any discrepancies to the Manager.
4. Check the cash till for hygiene standards as per the checklist before and after signing in/off.
5. Respond to customer inquiries, issue receipts, and record customer suggestions.

FMCG Supervisor

01/2020 - 08/2022

Richard Pieris Distributors Ltd - Arpico Supermarkets Chains - Sri Lanka

1. Stock ordering and analyzing as per sales trends and targets.
2. Maintain the display of the sections and ensure that they are stocked properly, arranged, and sorted according to the F.I.F.O.
3. Participate in stock-taking and be responsible for stock accuracy by arranging and labeling stock correctly.
4. Ensure that the right barcodes and price labels are correctly placed on all products throughout the section.
5. Ensure that the hygiene of the section is always well maintained during the day.
6. Coordinate with the decoration team to ensure that the section is properly decorated as per the set plan.
7. All the promotions, promo materials, and promo displays were arranged on time. Brief the staff about new promotions, offers, and new product arrivals.
8. Weekly manual in/out stock adjustment update and control Westage, shrinkage, and destroy percentage.

Supervisor

09/2013 - 08/2019

Yasmeen International Group - Gulfmart Supermarkets Chains - Kuwait

1. Responsible for the leadership of the staff, duty shift planning, and personal issues.
2. Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
3. Stock ordering is as per sales trends and targets. **(Fruit and Vegetable Department, Dairy).**
4. Department Displays, Stock, Store Checking, and Merchandising. The sales, purchase, and return reports are generated.
5. Good knowledge of fruit and vegetables and dairy products. Maintain monthly wastage and shrinkage below 2.5%.
6. Managed the day-to-day tactical and long-term strategic activities within the business.

EDUCATION

G.C.E Advanced Level - Art Stream

2007/2009

Royal College - Panadura - Sri Lanka

LANGUAGES

English (Proficient) | Hindi (Proficient) | Sinhalese (Native)

SKILL

Microsoft Excel Report Generating | Internet & Emails | Knowledge of Retail system | Work under pressure
Teamwork | Product Knowledge | Stock Inventory Variances Checking | Customer Service Focus | Multitasking Strength
|MS Windows Proficient | Flexible | Customer Marketing | Data analysis | Stock Controlling | Stock Controlling