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Education

Royal College - Sri Lanka 2009

Advanced Level - Art Stream
Pass



Skills

Team Work

Multitasking

Customer Service

POS System Knowledge

Product Knowledge

Inventory Management

Display Arranging

Positive Attitude

Microsoft office

Sales & Stock Analyst



Other Details

Passport No

N9766639

Visa Status

Cancelled Visa

Nationality

Sri Lankan

Date of Birthday

14/10/1988



Language

- English - Proficient
- Hindi - Proficient
- Sinhalese - Native



Objective

Retail professional with 8 years of experience, including 2 years in the FMCG section across hypermarket chains in Kuwait and Sri Lanka. Demonstrated proficiency in key areas such as Customer Marketing, insightful Data Analysis, meticulous Stock Controlling, successful Channel Sales management, effective Team Handling, and visually appealing Display Arranging. Possesses a strong foundation in marketing and sales principles, coupled with a proactive desire to expand knowledge and contribute to organizational goals.



Experience

Aria and Bianca Cafe - Dubai

2022 - Dec - 2025 - Mar

Restuarant Cashier

- Deliver proactive and efficient customer service, adhering to defined standards for both internal and external interactions at the cash till, and process all customer transactions (cash and credit card) with precision.
- Efficiently and accurately processes bills, foreign exchange currency transactions, and promotion discounts.
- Execute the correct closing protocols for cash deposits and pickups meticulously, and escalate any identified discrepancies directly to the Manager.
- Implement the hygiene checklist procedure to verify the cleanliness of the cash till both upon starting and ending your shift (sign-in/off).
- Respond effectively to all customer inquiries, ensure accurate and timely issuance of receipts, and actively gather and document customer suggestions to enhance service.

Arpico Hypermarket Chain - Sri Lanka

Jan - 2020 - AUG - 2022

FMCG Supervisor

- Implement a system for stock ordering and analysis that is directly driven by sales trends and targets.
- Regularly maintain and optimize section displays by ensuring adequate stock, logical arrangement, and accurate FIFO rotation of merchandise.
- Contribute to stock-taking activities and take ownership of stock accuracy through systematic arrangement and precise labeling.
- Verify the accurate placement of correct barcodes and price labels on all products within this section.
- Proactively maintain a high level of hygiene in this section at all times during operating hours.
- Liaise effectively with the decoration team to implement the planned decorations seamlessly within the section.
- All promotions, promo materials, and promo displays were set up promptly as scheduled.
- Update the staff on the new promotions, available offers, and incoming product lines.
- Generate weekly manual stock adjustment reports (in/out) and monitor wastage, shrinkage, and destruction percentages to inform control measures.

Gulfmart Supermarkets Chain - Kuwait

Sep - 2013 - Aug - 2019

Fruit & Vegetable Supervisor

- Responsible for the leadership of the staff, duty shift planning, and personal issues.
- Actively engage with customers on the sales floor, providing excellent service through greeting, assisting with selections, and answering inquiries about fruit and vegetable products. This emphasizes proactive customer interaction..
- Conduct regular store checks within the Fruit and Vegetable Department to monitor stock levels, product quality, and display standards, taking corrective actions as needed.
- The sales, purchase, and return reports are generated.
- Maintain monthly wastage and shrinkage.
- Manage the day-to-day tactical operations of the Fruit and Vegetable Department, ensuring efficient workflow, adherence to procedures, and achievement of daily targets.