

ACHALA HERATH

Cashier / Sales Assistant

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Flat No 103, Building 59, Street 5, Discovery Gardens, Dubai.

achalaherath60@gmail.com



PROFILE SUMMARY

An Energetic Sales Associate and Cashier, driven by a passion for delivering exceptional customer service and backed by a wealth of cash handling experience. Known for keen attention to detail and possessing outstanding problem-solving skills, I am dedicated to creating positive and memorable shopping experiences for customers. Ready to contribute enthusiasm and expertise to a dynamic retail environment.

KEY SKILLS

Ability to work efficiently in a fast-paced environment
Ability to handle cash transactions accurately and efficiently
Strong Communication Skills Excellent Customer service
Inventory Management
Knowledge of POS systems and Cash Registers
Excellent organizational and time management

Multitasking Ability
Attention to Detail
Sales and Negotiation skills
Problem-Solving ability
Teamwork and Collaboration Skills
Ability to meet Sales targets

PROFESSIONAL EXPERIENCE

Cargills Food City - Kurunegala 01, Sri Lanka

Cashier/ Sales Assistant, January 2021 – December 2023

- Obtained the title of 'Employee of the month' 5 times during the tenure for maintaining consistently high customer satisfaction.
- Served as the sales team leader of Fruits and Veg section since May 2023.
- Assisting with inventory management.
- As a Cashier, processed a significant volume of daily sales transactions with precision, contributing to a notable increase in sales revenue.
- Managed cash register operations and effectively addressed customer issues to ensure a positive shopping experience.
- Resolved customer complaints and issues promptly and professionally.

Manjari - One stop shop, Nugegoda, Sri Lanka

Sales Assistant, Jun 2018 - Jan 2021

- Responsible for assisting the customers in kitchenware section Taking inventory and monitoring sales floor. Increased the sales by 15%.
- Collaborated with Marketing team to hold Sales and Promotions, contributed to achieve sales goals.
- Proactively identified opportunities to enhance the customer experience.
- Maintained a customer-centric approach.
- Demonstrating how products work, recommending products to help customers.
- Stocking merchandise and creating displays

Ministry of Agriculture, Sri Lanka

Development Officer, October 2014 - May 2018

- Implemented organic farming and food security programs for heightened community awareness and sustainable practices.
- Organized and coordinated meetings to ensure seamless communication and collaboration, facilitating effective team engagement and project progress.
- Direct mail, email, and web-based project correspondence are received, forwarded, and managed accurately and efficiently.

QUALIFICATIONS

EDUCATION

- **Bachelor of Arts (Hons)** from University of Rajarata, Sri Lanka

PROFESSIONAL TRAINING

- Successfully completed the General operating standards and hygiene control procedures course conducted by Cargills Ceylon PLC (2022)
- 3-Day Workshop on Occupational Safety and Health conducted by National Institute of Occupational Safety and Health - Sri Lanka (2022)
- Attended 2016 Seminar on modern agricultural management for officials from countries along the land and maritime silk road – 09.09.2016 -29.09.2016 Beijing, China

LANGUAGES

- English (Full Professional Proficiency)
- Hindi (Elementary Proficiency)
- Sinhala (Native Proficiency)

COMPUTER SKILLS

Microsoft Excel
QuickBooks
Adobe Photoshop

Microsoft Word
Microsoft Outlook
Adobe Illustrator

Microsoft PowerPoint
Adobe InDesign

PERSONAL PARTICULARS

- Full Name: Achala Kumari Herath
- Date of Birth: 10th October 1987
- Nationality: Sri Lankan
- Marital Status: Single
- Visa Status: Visit Visa
- Availability to join: Immediately

REFEREES

Oli Krishantha Lakmal

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