

# ACHALA HERATH

## Cashier / Sales Assistant

+971 586162087

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

[achalaherath60@gmail.com](mailto:achalaherath60@gmail.com)



### PROFILE SUMMARY

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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

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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

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#### **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

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### 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

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

## REFEREES

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### Oli Krishantha Lakmal

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