



Nilmini Tharanga

Kariyawasam

CONTACT

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SKILLS

- Customer service expert
- Staff supervision
- Point Of Sale system operation
- Retail operations
- Cash Handling policies

LANGUAGES

English	C1
Advanced	
Arabic	A1
Beginner	

PERSONAL DETAILS

Nationality: Sri Lankan
Visa Status: Husband Visa

PROFESSIONAL SUMMARY

Tenacious professional with background in management and accounting. Trained to cultivate relationships with customers to improve satisfaction levels. Organised and quick in processing applications and cash register operations.

WORK HISTORY

CASHIER SUPERVISOR 04/2020 - 08/2023
CARREFOUR HYPERMARKET, MAJID AL FUTTAIM LLC - Al ain, UAE

- Facilitated smooth and efficient store operations through efficient cash management including drawer Preparation, loans, deposits, cash pickups and Completed opening and closing procedures each day.
- Ensured that each customer receives outstanding service by providing a friendly environment
- Maintained awareness of all promotions, advertisements and new product samples
- Maintained high levels of customer retention by resolving complex customer complaints.
- Performed financial transactions in a fast-paced retail store environment and Assisted with store inventory process.
- Approved customer returns and refunds, returning products to shelves or damaged goods department.
- Tracked cashier training requirements and reported to corporate office upon completion.

CASHIER 09/2016 - 04/2020
CARREFOUR HYPERMARKET, MAJID AL FUTTAIM LLC - Al Ain, UAE

- Greeted customers upon their entry into the store and helped them with any questions and concerns
- Assisted sales floor staff with stocking shelves, keeping front lanes tidy and assisting guests when needed
- Managed the cash register and POS software, as well as checkout lane belt, UPC scanner, and weight scale and Received payment by cash, credit cards, vouchers, foreign currency or automatic debit.
- Informed and registered customers for loyalty program.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.

EDUCATION

ADVANCED NATIONAL DIPLOMA: HUMAN RESOURCES
MANAGEMENT, 07/2016

National institute of business management – Colombo, Sri Lanka, Sri Lanka

Diploma : English, 04/2014
British Way English Academy – Sri Lanka