



J. A. S. SUBODHANI

Cashier | Customer Assistant | Storekeeper
IMMEDIATE JOINER

Discovery Gardens, Dubai

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Personal Details:

21-06-1994 • Female • Sri Lankan

Passport No: N9844652

Results-oriented professional with a comprehensive background in cashiering, customer assistance, and storekeeping. Demonstrated expertise through 2 years as a Senior Operations Assistant at SYNERGEN Health Pvt Ltd, overseeing critical functions. Prior experience includes 1 year at Lanka Sathosa Limited and 3 years at UNIQUE Pharmacy, showcasing strong organizational and customer service skills. Proven ability to manage transactions, maintain inventory, and provide exceptional service in fast-paced retail environments.

Areas of Expertise

- File maintenance
- Time Management
- Data management
- Calendar Management
- Customer Relations
- MS Word, MS Excel, Power point
- Email Management
- Stock Management
- Cash Handling
- Document Management Systems
- Collaboration Tools

Professional Experience

Packing Helper (Part Time)

10/2023 – 10/2023

Nutty Nuts Foodstuff Factory LLC - Al Quoz, UAE

- Fulfil orders by picking the correct items from the warehouse shelves, packing them securely
- Inspect incoming and outgoing goods for quality and quantity, reporting any discrepancies to the supervisor.
- Collaborating with team members to achieve daily production targets.
- Maintaining a clean and organized workspace to uphold hygiene standards.
- Following all safety protocols and guidelines during the packing process.
- Reporting any issues or discrepancies to supervisors promptly.
- Assisting in inventory management and restocking supplies as needed.
- Adhering to company policies and procedures to ensure smooth operations in the packing area.
- Work closely with the storekeeper and other relevant departments to ensure the efficient flow of goods within the warehouse and to external customers.

Senior Operations Assistant

10/2021 – 09/2023

SYNERGEN Health (PVT) Ltd/Nugegoda, Sri Lanka

- Researched, analysed, and resolved revenue management issues, demonstrating a strong analytical mindset and problem-solving skills.
- Obtained coordination of benefits details by proactively contacting healthcare insurance companies.
- Led and trained 8 team members and managed 3 projects in operational processes, emphasizing a commitment to team development and performance improvement.
- Implemented innovative quality control systems, ensuring high team performance standards and operational efficiency.
- Arranged and facilitated discussions and meetings, actively acquiring and incorporating team feedback to foster a collaborative and responsive work environment.
- Analysed operational performance metrics, identifying strategic solutions for management, highlighting a data-driven approach to decision-making.
- Assessed and recommended the use of technology solutions and tools, demonstrating adaptability and a forward-thinking approach to process improvement.
- Prioritized the customer in operational decisions, showcasing a commitment to delivering high-quality service.

Key Achievements:

- Reduced the backlog volume at zero level to expand the project area and Business development

- Enhanced the customer experience through efficient processes and service delivery
- Recognized as a team player in 2023 for the efficient and quality work and performance

Cashier cum Customer Assistant

11/2020 – 10/2021

Lanka Sathosa Limited | Negombo, Sri Lanka

- Process customer purchases accurately and efficiently using a cash register.
- Handle cash with precision.
- Provide customers with receipts and ensure they are satisfied with their transactions.
- Answer customer queries regarding prices, products, and payment methods.
- Handles bag items and assist customers with packing their groceries.
- Handle returns and exchanges in accordance with store policies.
- Adhere to company policies, procedures, and ethical standards.
- Contribute to a positive and welcoming atmosphere for customers.
- Demonstrate a commitment to excellent customer service and satisfaction.
- Assist with inventory management and restocking as needed.

Cashier (Part Time)

10/2018 – 03/2020

UNIQUE Pharmacy/ Negombo, Sri Lanka

- Accurately handle cash transactions, ensuring the correct amount is given and received.
- Count and verify cash at the beginning and end of each shift.
- Provide excellent customer service by greeting customers in a friendly manner.
- Scan and input product information, apply discounts or promotions as needed.
- Ensure the accuracy of prices and quantities during checkout.
- Assist customers with carrying or transporting their purchases as needed.
- Keep the cashier area clean and organized.
- Stay informed about the store's product offerings and layout.
- Process returns and exchanges in accordance with store policies.

Customer Assistant

01/2016 – 01/2017

UNIQUE Pharmacy/ Negombo, Sri Lanka

- Provide excellent customer service by assisting customers with their inquiries, product selection, and purchases.
- Assist pharmacists in dispensing medications, ensuring accurate labelling, dosage information, and patient instructions.
- Accept and process prescription orders, verify patient information, and maintain patient confidentiality.
- Help with stock management by restocking shelves, monitoring product expiration dates, and placing orders for medications and over-the-counter products.
- Ensuring that the pharmacy is clean, organized, and compliant with all safety guidelines.
- Maintain accurate and organized records of prescription orders, sales, and inventory levels.

Education

BSc. (Hons.) Agricultural Technology and Management | Specialized in Applied Economics and Business Management
University of Peradeniya, Sri Lanka | 02/2017 – 05/2021

Modules: Advanced project analysis, Data analysis, Business creation and management, Quantitative techniques for business & economics

Extracurricular

University Half Colour Holder | Player of the University Carrom Team (2018-2020)

Field Representative | Agricultural Technology and Department (2019)