

CONTACT

Harshani Fernando

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OBJECTIVE

A highly organized and detail-oriented administrative professional aiming to utilize my excellent communication, coordination, and problem-solving, strong customer service skills, attention to detail, and ability to work efficiently in a fast-paced environment to contribute to the smooth operation of the business.

EXPERIENCE

May 2025 - July
2025

- **Cashier / Accounting**
She Kitchen Restaurant, Asian Town, Doha
 - Greet guests warmly and professionally.
 - Take customer orders accurately (dine-in or takeaway).
 - Operate the cash register or POS system for billing and payments.
 - Process cash, card, and digital payments securely and issue receipts.
 - Ensure the accuracy of orders, prices, and discounts.
 - Handle customer inquiries and resolve minor complaints courteously.
 - Maintain cleanliness and organization of the cashier area.
 - Ensure proper cash handling and daily register balancing.
 - Coordinate with kitchen and service staff to ensure smooth workflow.
 - Follow company policies for billing, refunds, and promotions.
 - Handling suppliers payments.
 - Handling all staff payroll.
 - Assist with basic inventory management and restocking as needed.

November 2024 -
April 2025

- **Accountant/ Auditor**
Lotus Lanka Restaurant, Industrial Area, Doha
 - Greeting customers.
 - Handling cash transactions.
 - Keep reports of transactions.
 - Inventory and Expenses management.
 - Balancing cash registers.
 - Issuing Invoices to customers.
 - Handling suppliers payments.
 - Provide customer service and complaint resolution.
 - Handling Delivery staff's payroll, Update employee records.
 - Package orders for customers.
 - Maintain cleanliness of work area.

January 2021 -
October 2024

- **Business Owner/ Creator**
Indi_Boutique Clothing Store, Sri Lanka
 - Import Sarees & Lehenga from India on pre-order basis.
 - Manage social media pages with 7.1K+ followers.
 - Handle product photography, description, purchase calculations, taxes, shipping, and payments.
 - Oversee dealer performance. sales and purchasing dynamics, ensuring

seamless customer experience.

- Manage Digital marketing campaigns and maintain sales records.
- Coordinate with delivery partners for orders dispatch.
- Handle customer's feedback and complaints.

December 2014 -
December 2020

- **Executive - (Accounts Payment Division)**
LB Finance PLC, Colombo, Sri Lanka
 - Authorized to sign cheques upto maximum value of 3 million (All payments).
 - Ensuring the validity and accuracy of payments.
 - Accountable for vendor payments, grant files (Vehicle leasing, house loan, personal loans).
 - Branches Petty cash audit.
 - Managing clients accounts, resolving conflicts, and maintaining effective communication in the payment division.
 - Providing financial information to auditors, collaborating with other departments to enhance customer satisfaction.
 - Actively participate in company events and undertakes additional duties as assign by the management.

January 2011 -
December 2012

- **Computer Operator**
Vantex (PVT) Ltd, Sri Lanka
 - Answering phone calls and handling E-mails.
 - Sheduling appointments, meetings and travel.
 - Placing and expediting orders for supplies and verifying receipts of supplies.
 - Maintain office equipment.
 - Maintain supplies inventory by checking stock to determine inventory level.
 - Perform filling and clerical duties.
 - Keeping detailed record of system activities, error logs, and maintenance tasks.

EDUCATION

2023

- **City of Guilds London Institute - Sri Lanka**
Diploma in Food preparation and Culinary arts - patisserie

2016

- **Institute of Certified Management Accounts of Sri Lanka**
CMA - Level 1

2014

- **The Institute of Bankers of Sri Lanka**
Certificate in Banking and Finance

2010

- **National Institute of Business Management (NIBM)**
Certificate in Computer Science

2011

- **Holy Family Convent- Dehiwala**
G.C.E. Advance Level Examination
Commerce Stream.

2006

- **Holy Family Convent- Dehiwala**
G.C.E. Ordinary Level Examination

2001

- **Micro Electronic Engineering Training Institute of London-Ceylon (M.E.E.T.I)**
Certificate in Computer Science

SKILLS

- Vendor management
- Flexibility

- Digital marketing
- Multitasking
- Time management
- Leadership
- Customer service
- Business operations
- Cash handling
- Microsoft Office
- Software knowledge
- Documents handling
- Reliable
- Attention to detail
- Organizational skills
- Team work
- Responsibility
- Bookkeeping

ACTIVITIES

- Dance performer - LB Got Talent (Grand Finale) - 2017
- Senior Prefect - Holy Family Convent Dehiwala - 2008
- House Captain (Inter House athletic meet) - Holy Family Convent Dehiwala - 2008
- Member Science Society - Holy Family Convent Dehiwala - 2008
- Participated Student's competition (Provincial Educational Software Competition for Schools) - 2006

LANGUAGES

- Sinhala
- English
- Hindi

PERSONAL DETAILS

- Date of Birth : 16/12/1990
- Nationality : Sri Lankan
- Gender : Female
- Visa Status : Work Visa (Transferable)

REFERENCE

- **Sachith Kaushalya - Volante DIFC Ltd**
Certified Business Accountant
+971567352038
- **Savithri Wijesinghe - Cyprea F & B Pvt Ltd**
Sales and Marketing Coordinator
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