



CONTACT

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Address

Bur Dubai, Dubai, UAE

PERSONAL DETAILS

DOB	21/10/1997
Civil Status	Female
Nationality	Sri Lankan
Visa Status	Work Visa

EDUCATION

BSC. In Management Information System
(NSBM Green University) Under Graduate

G.C.E. Advanced Level Examination -2017
(Department of Education Sri Lanka Secondary Level)

G.C.E Ordinary Level Examination – 2013
(Department of Education Sri Lanka Primary Level)

SKILLS

- Customer Service
- Cash Handling
- Team Collaboration
- Software Testing
- Bug Tracking
- Food Preparation
- Inventory Management
- Test Automation
- Order Processing
- Office Applications

SANDUNI DEVINDI

Motivated and detail-oriented professional with experience in customer service, cashier operations, and quality assurance. Holds hands-on experience in software testing, bug tracking, and test automation, backed by certifications in Scrum and Microsoft Office. Proven ability to support team operations in hospitality and retail environments while maintaining high standards of cleanliness, service, and accuracy. Strong communication skills in English, Hindi, and Sinhala. Currently pursuing a BSc in Management Information Systems and eager to contribute to dynamic, customer-focused roles in the UAE.

EXPERIENCE

June 2023 -present

NESTO HYPERMARKET (Al Fahidi - Dubai)

CASHIER

- Process customer purchases efficiently using POS systems and ensure accurate cash handling.
- Deliver excellent customer service by responding promptly to inquiries and resolving billing issues.

Jan 2022 to July 2022

SYNTAX GENIE PVT LTD

INTERN QUALITY ASSURANCE ENGINEER

- Assisted in software testing, bug tracking, and documentation. Collaborated with developers to ensure product quality and compliance with standards. Gained hands-on experience in test case design, execution, and reporting during internship at Syntax Genie Pvt Ltd (Jan-July 2022).

Feb 2018 – June 2018

ARALIYA HOTEL

WAITRESS

- Provided excellent customer service, took food and beverage orders, served meals efficiently, maintained cleanliness, assisted in table setup, handled guest complaints professionally, and supported team in delivering smooth dining experiences.

2016 – July 2017

VISION CENTER (OPTICAL)

CUSTOMER CARE EXECUTIVE

- Provided exceptional customer service by assisting clients with eyewear selection, managing appointments, and handling inquiries. Ensured accurate order processing, maintained inventory records, and supported optometrists with administrative tasks to deliver a seamless and professional optical retail experience.

CERTIFICATION

- Successfully passed the certification exam for Scrum Foundation Professional Certificate – LinkedIn
- Successfully completed the course setting a foundation for Test Automation Certificate – LinkedIn
- Successfully completed Certificate Course in Microsoft Office in Future World IPS. (6 months)
- Successfully Completed Cashier Training Course

LANGUAGES

- English
- Hindi
- Sinhala