



SASMITHA LIVERA

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www.sasmithalivera.com

LANGUAGES

Italian - C1 (Advanced/Fluent)

English - B2 (Upper Intermediate)

Sinhala - Native

SKILLS

JavaScript

TypeScript

HTML / CSS / Bootstrap

React

Node.js

SQL / SQL Server

MongoDB

Git / GitHub / GitLab / GitPod

Docker

Flask

API development

Web development

Angular

AWS

Google Cloud

Microsoft Azure

Python (Pandas, Geopandas)

Java

Internet Protocol (IP)

Google Auth

Microsoft Office (Word, Excel, PowerPoint)

Flutter

Unity

AutoCAD

PROFESSIONAL PROFILE

I am a 22-year-old Computer Science student based in Milan with extensive experience in high-pressure customer service environments. I possess strong interpersonal and communication skills, with a proven ability to work effectively within diverse teams. I am characterized by my reliability, flexibility, and commitment to providing exceptional guest experiences.

I am seeking an opportunity in a dynamic, international environment where I can contribute to high service standards and continue my professional growth.

EDUCATION

University of Parma, Italy

Bachelor's Degree in Computer Science

2024/25 - 1 Year

IIS Luigi Galvani

High School Diploma in Computer Science

2018/19 - 2022/23

WORK EXPERIENCE

2025 dec- present (Trenitalia)

Onboard Steward – High-Speed Trains (Frecciarossa)

Itinere S.p.A. (Elior Group)

- Providing premium hospitality and assistance to passengers on high-speed Frecciarossa trains.
- Managing catering services and ensuring passenger comfort throughout the journey.
- Implementing safety procedures and managing emergency situations effectively.
- Handling guest complaints and special requests in high-pressure, fast-paced environments.
- Collaborating with onboard crew to maintain elite service standards.

Nov 2023 - Dec 2025

Crew Member | McDonald's

- Operated within a high-volume, fast-paced service environment.
- Collaborated with a large team to ensure seamless service delivery and customer satisfaction.
- Utilized digital POS systems for order management and financial transactions.

2023 - 2025

Technical Support Intern

- Providing technical troubleshooting and software support for user devices.
- Delivering clear, courteous, and professional assistance to users.
- Managing device configurations, updates, and connectivity issues

INTERESTS

- Teamwork and collaboration in dynamic environments
- Effective communication and customer relationship building
- Personal growth and professional development
- Problem-solving and managing daily challenges

CERTIFICATIONS

. CS50's Introduction to Databases with SQL

Online 2025

. Introduction to Computer Science - Harvard

Online 2023/24

. Cisco Networking Academy [CCNAV7]

Scuola Superiore - Informatica 2021/2023

. IBM Introduction to Web Development with HTML5, CSS3, and Js

Online 2023

PROJECTS

SchoolExams

Web app for teachers with exam and schedule management, secure login, and CRUD operations for exams. Dockerized with Flask + Nginx. (2023)

MediCare

Online medical directory with integrated frontend/backend and a MongoDB database. Helps users find healthcare professionals in Italy. (2024)

Portfolio: www.sasmithalivera.com

CORE COMPETENCIES

Soft Skills:

- Strong ability to work effectively in a team and collaborate efficiently
- Clear and professional communication with clients, colleagues, and supervisors
- Efficient time management and ability to meet deadlines
- Flexibility and quick learning of new procedures and technologies
- Problem-solving skills and ability to manage stress in dynamic environments

Technical Skills:

- Use of digital systems for order management, cash handling, and check-in
- Good knowledge of IT tools: Microsoft Office, POS systems
- Basic knowledge of computer networks and hardware/software support
- Ability to work with customer management software and databases

