RANDULA JAYARATHNA

Infrastructure Operations Engineer | Support Engineer | Data Analyst
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PORTFOLIO

Personal Summary

Award-winning Infrastructure Operations Engineer with 3+ years of experience in L2/L3 support, automation, and data analytics. Delivered 99.99% system uptime, improved resolution times by 35%, and optimised system performance through automation and DevOps practices. Holds an MSc in Data Science with a focus on machine learning and business solutions, and full working rights in the UK.

Education

MSc in Data Science
University of Gloucestershire | United Kingdom   **Sep 2022 - Aug 2024**
- Achieved a merit classification

BSc (Hons) in Software Engineering
University of Plymouth | United Kingdom   **Oct 2016 - Dec 2019**
- Graduated with Second Class Honors Upper Division

Work Experience

Infrastructure Operations Engineer
Virtusa   **Oct 2020 - Sep 2022**
- Developed dashboards and data models, enhancing business intelligence by predicting subscriber activity and optimising resource allocation, reducing system load times by 35%.
- Enhanced SQL query performance and administered databases to improve processing speed and data integrity.
- Prepared daily, weekly, and monthly reports, providing actionable insights to support key decision-making and drive continuous improvement across teams and organisational initiatives.
- Spearheaded Mobile Number Portability (MNP) for 30M+ subscribers, improving network connectivity and reducing L2 resolution time by 20%.
- Addressed high-priority customer inquiries (P1-P2) through direct email, Remedy and ServiceNow ticketing systems enhancing incident resolution efficiency while achieving monthly increases in satisfaction rate by 35%.
- Automated tasks with scripts and Cronjobs, cutting manual workload by 40%.
- Integrated DevOps methodologies and ITIL practices to enhance platform security and system safety, achieving a 35% reduction in vulnerability response times.
- Streamlined cloud server performance across Linux and Windows, reducing load times by 30%.
- Coordinated cross-functional teams by creating change requests during deployments and upgrades to ensure configuration changes in the production environment.
- Ensured 99.99% system availability through on-call support and efficient incident handling.

Associate Infrastructure Operations Engineer
Virtusa   **Feb 2020 - Oct 2020**
- Managed BizTalk-based data tools for McDonald's, ensuring seamless file transfers across 34,000+ locations.
- Leveraged Microsoft 365 Business tools to streamline workflows.
  Conducted error analysis and implemented continuous testing, enhancing system reliability.
- Delivered L3 support for system upgrades and new market onboarding.

Trainee Software Engineer
Co-operative Insurance Company Limited   **Nov 2019 - Feb 2020**
- Engineered robust backend solutions to streamline operations for an insurance platform, resulting in consistent throughput exceeding 150 queries every single minute throughout peak usage periods.

Projects

- Scam Detection Platform (University of Gloucestershire)
  - Developed a Python-based machine learning web app that improved email security by 30%, achieving 95% accuracy across datasets of 10,000+ entries.

- CSGI MTN (Virtusa)
    - Optimised MNP for MTN South Africa, boosting efficiency by 25%, managing databases for 30M+ subscribers, and resolving 150+ weekly tickets to enhance user experience and retention.
- McDonald's ITR RIDM L3 Project (Virtusa)
    - Delivered global data transfer for 34,000+ McDonald's locations, streamlining end-to-end data movement with EAI Service to enhance operational efficiency through L3 support.
- Private Parking Management App (University of Plymouth)
    - Innovated a parking management solution consisting of two Android apps for drivers and facility owners. The app combined payment features that reduced transaction times by 75%.

Technical Skills

- **Operating Systems:** Windows, Linux, Mac OS
- **Programming Languages:** Python (Pandas, NumPy, SciPy, Matplotlib, PySpark, TensorFlow), R (ggplot2, shiny), Bash, Shell Scripting, PHP, JavaScript
- **SQL/Database Management:** SQL (SQL Server, MS SQL, PostgreSQL, SnowSQ), Oracle Database
- **DevOps & Cloud Tools:** Docker, Kubernetes, Git, Apache Tomcat, AWS, Azure
- **Infrastructure as Code:** Terraform
- **Analytics & Visualisation:** Tableau, Jupyter Notebook, Microsoft Excel (VLOOKUP, Pivot Tables)
- **ERP Systems:** Microsoft 365, Dynamics Business Central
- **Other Tools:** Active Directory, MS BizTalk, SRE, API Debugging, ServiceNow, Hadoop

Memberships

- Institution of Engineering and Technology
- British Computer Society

Certifications & Awards

- Developing a Google SRE Culture by Google
- Statistics by Stanford University
- Two Service Excellence Awards at the Virtusa for excellence in project execution.

Additional Info

- **Shift Manager – Taco Bell & Starbucks**
  Swindon/Cheltenham, UK | Jun 2023 - Precent
    - Balanced MSc studies alongside work commitments
    - Provided leadership in managing store operations, including team coaching, inventory control, and customer issue resolution, driving sales, KPIs, and customer satisfaction.
- References
    - Available upon request.