

L HABISHALINI

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Summary

Detailed-oriented data professional with 5+ years of experience in e-commerce and administration, skilled in managing and analyzing data to improve processes and drive informed decisions. Passionate about turning data into actionable insights and incorporating artificial intelligence techniques to enhance productivity. Currently Pursuing a BSc (Hons) Top-Up degree in Information Technology, eager to contribute data-driven digital solutions and deliver measurable impact in analytical and data-focused roles.

Skills

Programming & Querying: Python, SQL, HTML/CSS (Basic)

Data & BI Stack: MySQL, Power BI, Jupyter Notebook, Microsoft Excel (Advanced), Google Sheets, Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn (Basic), TensorFlow (Basic)

Tools & Platforms: Git/GitHub, Google Workspace, Microsoft 365, Canva, ChatGPT, Google Gemini, Payroll Systems

E-commerce & Operations: Amazon Seller Central, eBay Seller Central, Magento, ShipStation, Shopify (Basic)

Soft Skills: Analytical & Critical Thinking, Problem-Solving, Time Management, Independent & Team-Oriented, Effective Communication, Leadership & Initiative, Attention to Detail, Adaptability, Continuous Learning, Multilingual (English, Sinhala, Tamil)

Education

BSc (Hons) in Information Technology (Top-Up)

Enrolled: Starts on February 2026

Institution: ANC Education, Sri Lanka - Awarding Body: University of West London

Diploma in Data Science and Machine Learning

Under Evaluation

Institution: ICBS International, Colombo - Awarding Body: Skill Development Council Canada

BTEC HND in Computing (Software Engineering)

Completed: March 2025

Institution: ESOFT Metro Campus, Sri Lanka - Awarding Body: Pearson, UK

Experience

E-Commerce Specialist

October 2020 – Present

Webdelico LLC, Delaware USA - (Remote)

Full-Time: 2020–2023, Part-Time: 2023–Present

- Updated and managed daily Google Sheets order trackers, processed over **100+** orders per day across **eBay, Amazon, Shopify, and Walmart**, and maintained **99% data accuracy**, including handling buyer cancellations and refunds in line with platform policies.
- Created and optimized marketplace ads, updated product pricing and maintained real-time stock counts to prevent overselling and stock errors.
- Monitored tracking updates, handled backorders, and executed timely reordering to maintain consistent product availability and reduce fulfillment delays by **25%**.

Data Entry and Administrative Assistant

October 2019 — October 2020

Best Care Security Services (Pvt) Ltd, Sri Lanka - (On Site)

- Managed payroll records, prepared and processed monthly invoices, salary documentation, and ensured timely EPF/ETF compliance submissions, maintaining **99% accuracy**.
- Streamlined administrative operations including mailing, filing, scanning, typing, photocopying, and corresponding to enhance office efficiency.
- Reconciled bank accounts and maintained precise financial records to support accounting integrity.

Projects

Bank Customer Churn Prediction | Python

[View Project](#)

- Analyzed 10,000+ bank customer records to identify churn patterns based on age, tenure, account balance, product usage, and active membership status.
- Cleaned and prepared the dataset by handling missing values, encoding categorical variables, and scaling numerical features.
- Built and compared multiple classification models to predict churn risk, including Logistic Regression, Random Forest, and Gradient Boosting.
- Identified key churn drivers and high-risk customer segments, enabling targeted retention strategies such as personalized offers and loyalty programs.

Awards & Certifications

- **IBM Data Analyst Professional Certificate – Coursera (2025):** Courses Completed: Introduction to Data Analytics , Excel Basics for Data Analysis - Focused on data collection, cleaning, analysis, and visualization using Excel, SQL, and Python.
- **Python for Beginners – University of Moratuwa (2025):** Covered Python fundamentals including variables, functions, loops, and data structures with hands-on exercises and practical coding tasks.
- **Online Training Program on Data Visualization and Analytics with Power BI – Faculty of Business, University of Moratuwa (2025):** Trained in building interactive dashboards, visual analytics, and business reports using Microsoft Power BI to support data-driven decision-making.