

Jayoda Kulatunga

Junior Data Analyst

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[LinkedIn Profile](#) | [My Portfolio](#)

Summary

Entry-level data analytics professional recently completed the Google Data Analytics Professional Certificate.

Dedicated and Proactive.

Transitioning from a career in the customer service industry and looking ahead a full-time role in the field of data analytics and IT.

Experience

Chinese Company/ Online Sales Promoter & Customer Service

APR 2022 - SEP 2022, DUBAI & AL AJMAN, UAE

I accomplished the monthly sales target by 04 major sales per month doing online sales promotions as a full time online sales promoter & Customer Service.

Rathna Steel Furniture (Pvt) Ltd. / Computer Operator & Office Assistant

AUG 2021 - JAN 2022, KADUWELA, SRI LANKA

I covered the monthly order receiving target by 04 major orders per month sending order quotations as a full time computer operator & office assistant.

Qi Group, Malaysia / Business Associate

AUG 2019 - JUL 2021, REMOTE | SELF-EMPLOYED

I increased the yearly sales revenue by 2 Million LKR by self promotions as a remote and self employed business associate.

Dialogue Axiata / Call Center Operator - Customer Service

JAN 2019 - JUL 2019, COLOMBO, SRI LANKA

I achieved customer satisfaction by 100 inbound calls per day by answering them as a full time call center executive.

Skills

R, Python, SQL, Excel, Google Sheets, Tableau, Power BI

Data Analysis, Data Visualization, Data Cleansing, Data Collection, Spreadsheet, Metadata, SQL, [Python Matplotlib](#), Data Ethics, Data Aggregation, Data Calculations, [R Markdown](#), [R Programming](#),

Rstudio, Tableau Software, Presentation, Data Integrity, Sample Size Determination, Decision-Making, Problem Solving, Questioning, Communication, Data Modeling, Data Understanding, Project Planning,

Public Speaking, Storytelling, Strategy, Teamwork, Curiosity and asking "why", Passion for answering questions, Continuous questioning and exploration of the "why", Adaptable, Analysis & Presentation, Analytics & Insights, Charts & Graphs, Dashboard,

Data Cleanup, Data Interpretation, Effective Communication, Visual Basics, Calculating Measures, Defining KPIs, Insights and Actions, Power BI, Power BI Dashboard, Self-Reflection,

Commercial thinking, Communication skills, Data validation, Data wrangling, Presentation skills, Programming, Statistical testing

Education

ESOFT Metro Campus / BSc (Hons) in Data Science (TOP UP) - London Metropolitan University (UK)

JAN 2025 - JAN 2026, COLOMBO, SRI LANKA

Currently reading:

Project, Big Data and Visualisation, Career Development Learning, Data and Web Development, Artificial Intelligence and Machine Learning, Project Analysis and Practice.

ESOFT Metro Campus / Higher National Diploma in Computing - Software Engineering

FEB 2023 - FEB 2025, COLOMBO, SRI LANKA

Current GPA: 2.82

Programming, Planning a Computing Project (Pearson Set), Applied Programming and Design Principles, Software Development Lifecycles, Systems Analysis and Design, Data Structures and Algorithms, Networking, Professional Practice, Database Design and Development, Web Design and Development, Discrete Mathematics, Security, Computing Research Project (Pearson Set), Business Process Support, User Experience And Interface Design.

ESOFT Metro Campus / Assured Diploma in Information Technology | [Link](#)

DEC 2022 - DEC 2023, NUGEGODA, SRI LANKA

Grade: Distinction / GPA: 4.0

IT Concepts, MS Office, Computer Hardware, Network Technology, Internet, Email & Web Design, Graphics and Multimedia, Software Engineering, Programming with Python, Databases with SQL, and Programming with C#, this diploma ensures a well-rounded understanding of contemporary IT landscapes.

Certifications

Google Data Analytics by Google on Coursera.
Certificate earned at November 19, 2024

British Council Sri Lanka, Colombo Training Center
Certificate in English Language - CMB Intermediate - Term 5 2019

Oxford College of Business (OCB), Sri Lanka
Certificate in Total Immersion in English Program

Extra Curricular

Accenture North America Data Analytics and Visualization Job Simulation on Forage - November 2024 | [Link](#)

- Completed a simulation focused on advising a hypothetical social media client as a Data Analyst at Accenture
- Cleaned, modelled and analyzed 7 datasets to uncover insights into content trends to inform strategic decisions
- Prepared a PowerPoint deck and video presentation to communicate key insights for the client and internal stakeholders

Tata Data Visualisation: Empowering Business with Effective Insights Job Simulation on Forage - November 2024 | [Link](#)

- Completed a simulation involving creating data visualizations for Tata Consultancy Services
- Prepared questions for a meeting with client senior leadership
- Created visuals for data analysis to help executives with effective decision making

PwC Switzerland Power BI Job Simulation on Forage - December 2024 | [Link](#)

- Completed a job simulation where I strengthened my PowerBI skills to better understand clients and their data visualisation needs.
- Demonstrated expertise in data visualization through the creation of Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions.
- Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
- Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.

Quantium Data Analytics Job Simulation on Forage - December 2024 | [Link](#)

- Completed a job simulation focused on Data Analytics and Commercial Insights for the data science team.
- Developed expertise in data preparation and customer analytics, utilizing transaction datasets to extract valuable insights and deliver data-driven commercial recommendations.
- Extended analytical capabilities to identify benchmark stores for conducting uplift testing on trial store layouts, enabling evidence-based decision-making.
- Leveraged acquired data analytics and insights from previous tasks to create comprehensive reports for the Category Manager, facilitating informed strategic decisions and enhancing commercial applications.