



Lakmini Rajapura

Undergraduate

BSc.in Applied Data Science Communication

I am a hardworking and ambitious individual who has developed a mature and responsible approach to any task that I undertake. I am seeking a position in the industry in which I can put into practice my knowledge and experience, ultimately benefiting the operations of the organization that I work for.

Contact

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LinkedIn

<https://www.linkedin.com/in/lakmini-rajapura-22879621a/>

Portfolio

<http://lakmmmini.github.io/lakmini.%20git%20hub.io/>

Expertise

- Database Management
- SQL
- Programming with Python
- R Studio
- MS PowerBI
- MS Azure
- ServiceNow

Language

English

Sinhala

Experience

2024 Jan - Present

HCL Tech

Analyst

My main duty as an analyst with a focus on ServiceNow service desk support is to help end customers in an efficient and effective manner with technical issues. I manage incoming requests, incidents, and issues by leveraging my ServiceNow experience to guarantee prompt response and client satisfaction. My strengths include diagnosing technical problems, giving people clear and simple instructions, and acting professionally at all times.

- MS Azure
- ServiceNow
- Microsoft Dynamic 365 Customer Service
- User Problem Solving

2023 Jun - 2024 Jan

Adventus Education

Inventory Data & Research Analyst

As a PyCharm-versed inventory data and research analyst, I was responsible for gathering and evaluating inventory management-related data. Through data validation, cleaning, and transformation, I made sure the acquired information was accurate. To maximize stock levels and reduce instances of excess or shortage, I also created and deployed inventory forecasting models.

- Web Scrapping
- PyCharm

Education

BSc. in Applied Data Science Communication

General Sir John Kotelawala Defense University

2021 - 2024

G.C.E. Advanced Level - 2020

Samudradevi Balika Vidyalaya Nugegoda
Bio Science Stream 2Cs 1S

G.C.E. Ordinary Level - 2016

Samudradevi Balika Vidyalaya Nugegoda
8As and 1B

References

Esala Malawithanthri

Coordinator
BSc. in Applied Data Science and
Communication
Department of Languages,
Faculty of Management Social Science and
Humanities
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K.W. Dharmapala

Business Analysis Executive
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Certifications

Python for beginners - University of Moratuwa

Introduction to Data Analytics - IBM , offered by coursera

Introduction to Artificial Intelligence - AWS

Licenses

Data Analytics Essentials Issued by Coursera Authorized by IBM

ITIL® 4 Foundation: Introduction by SkillSoft

Scalable Data Architectures: Using Amazon Redshift by SkillSoft

Extra- Curricular Activities

Batch Representative - 2022 Feb.- July

Batch Representative for Applied Data Science Intake 38
General Sir John Kotelawala Defense University

Group Leader - Active Citizen Project

Breathe Healthy , Be Healthy Active Citizen Project organized by General Sir John Kotelawala Defence University

Member of AI and Data Science Club 2023 - Present

General Sir John Kotelawala Defence University

Related Course Works

Final Dissertation - Final Year 2024

Predictive Modeling for Suicide Risk Assessment and Prevention using Data Mining and Machine Learning Algorithms: A Case Study of Sri Lanka

Submitted Research Paper for IEEE

Pathway to Develop Local Area Suicide Prevention Strategy: Cluster Analysis to Group Local Authorities in London Boroughs

Active Citizen Project - Breathe Healthy, Be Healthy

I truly and sincerely state that all the above information stated by me is true and looking forward to discussing more in detail soon. Thank you for your time and consideration.

Yours Faithfully,
Lakmini Rajapura
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