Dulshani Gunawardhana

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EDUCATION

- **London School of Economics and Political Science** — London, UK
  MSc in Applied Social Data Science — *Sep 2020 - Sep 2021*
  - **'We don't talk Anymore?'***(Dissertation, Ongoing)*: When does polarization reach the tipping point that renders discussion infeasible? I explore this question by combining Artificial Intelligence and political science to compare Reddit's r/ChangeMyView against polarized subreddits. *(Topic Modelling, Ideological Scaling, Deep Learning, Affective Polarization, Homophily, Python)*
  - **Petitions in a Pandemic**: How did the public mobilize the UK Government's e-petitioning system during the pandemic? What issues did they deem the most important? *(Latent Dietrich Allocation, Model Evaluation, Python)*
  - **Coursework**: Machine Learning, Quantitative Text Analysis, Applied Regression Analysis, Causal Inference for Observational and Experimental Studies, Social Research Methods, Managing and Visualizing Data

- **University of Moratuwa** — Sri Lanka
  BSc in Information Technology; GPA: 3.73 (3.92/4.2) — *Jul 2010 - Dec 2014*
  - **Awards**: Gold Medal for Academic Excellence *(Highest cumulative GPA from a class of 100)*
  - **Relevant Coursework**: Probability and Statistics, Advanced Topics in Mathematics *(included Linear Algebra and Calculus)*

EXPERIENCE

- **Center for Care Policy and Evaluation, London School of Economics** — London, UK
  Research Assistant - Data Science — *Dec 2020 - Present*
  - **Assessment of COVID-19 policy responses for Adult Social Care**: Created reports and visualization to aid the reporting and response for adult social care in the UK. *(R, Python)*
  - **Natural Language Processing (Ongoing)**: Application of natural language processing techniques on documentation to assess the quality of adult social care in the UK.

- **Facebook** — Dublin, Ireland
  Project Manager - Hate Speech — *Mar 2019 - Sep 2020*
  - **Operations Analysis**: Deep dive investigation into the performance of operational metrics in global workflows, surfacing key business insights that were prioritized for roadmaps. *(SQL)*
  - **Reporting**: Created weekly reports on operational metrics for senior leadership.
  - **Dashboards**: Created and maintained multiple dashboards for the designation of abusive keywords and analysing labelling experiments.*(SQL, internal dashboarding tools)*
  - **Project Management and Policy Development**: Achieved a 2% improvement of the hate speech accuracy metric (H2 2019) by leading several projects in policy refinement and process improvement.

  Market Specialist - Sri Lanka — *May 2016 - Feb 2019*
  - **Market Operations**: Owned the end-to-end launch of vendor support for Sri Lanka, including operational ownership, policy guidance, quality measurement and onsite training.
  - **Market Expertise**: Provided expertise on the socio-political landscape of Sri Lanka in the efforts to curb ethnic tension and misinformation in the country.
  - **Data Reporting and Automation**: Ideated and collaborated with CO Tooling to introduce an automated process for workflow creation resulting in the process being reduced from 16 hours to 20 minutes.*(SQL, VBA)*

- **Virtusa** — Colombo, Sri Lanka
  Software Engineer — *Jan 2015 - Dec 2015*
  - **Web Development**: Developed the front-end web interface and data retrieval for a web-based application for security investigations.*(Java, Javascript)*
  - **Automated Testing**: Automated quality testing to ensure functional correctness of web components and optimal user experience.