Pasindu Purnamal

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SUMMARY

Experienced Data Consultant with over 2 years of combined experience in software engineering and data. Proficient in Python, R, SQL, and cloud platforms (Azure, AWS, GCP). Specializing in developing and deploying ML models in production environments, with a strong focus on MLOps, NLP, Data Engineering and AI-powered solutions. Skilled in solving complex problems using advanced analytics and AI techniques, particularly in customer support and service optimization.

EXPERIENCE

Consultant – Data And AI

H One Pvt Ltd (Microsoft Solution Provider)   June 2024 – Present, Sri Lanka · Onsite

- Develop AI products using cloud platforms, focusing on production-ready solutions.
- Build data and ML pipelines for enterprise customers
- Design and develop AI-powered chatbots and coworker copilots for customer support following RAG architecture in Azure.
- Implement custom vision, Document Intelligence and cognitive search solutions, demonstrating hands-on experience with advanced AI technologies

Intern - Data Analyst

Dialog Axiata PLC   June 2023 – June 2024, Sri Lanka · Onsite

- Analyzed data using SQL, Python, Power BI, Snowflake, Azure, and AWS.
- Worked on the **TV Audience Project**, creating datasets, visuals, and insights for improved data analysis.
- Contributed to the Financial Company SSRS Project, designing reports to streamline financial data insights.
- Collaborated with seniors during customer visits to gather requirements and gained experience in understanding business needs.

PROJECTS

Australian College Chatbot – Australian College   Mar 2025- Present

- Developed a sophisticated AI chatbot to handle student queries, showcasing advanced NLP and retrieval-augmented generation (RAG) capabilities.
- Enhanced student support services by delivering accurate, context-aware responses through Microsoft Azure and OpenAI integration.

Woldorf Project – Data Migration and Automation – Waldorf Astoria   Oct 2024- Jan 2025

- Migrated financial data to Microsoft Fabric and automated data ingestion using Dataflow Gen2.
- Built a centralized data warehouse ensuring high reporting accuracy.
- Enabled faster, more reliable reporting across the Microsoft ecosystem with improved data accessibility.

AI Agent for Call Center – (testing with Dialog)   Mar 2025- Present

- Developed an AI conversational agent to automate FAQs and enhance customer support efficiency. Integrated with Azure OpenAI.

AtliQ Hardware Sales Insights Dashboard – AtliQ Hardware   Jan 2023

- Designed a Power BI dashboard visualizing sales data sourced from MySQL.
- Provided actionable insights to optimize sales strategies.

Presence Insights Dashboard – Internal HR Analytics   Jan 2024

- Built a Power BI dashboard to analyze employee attendance and presence patterns.
- Delivered insights to support HR decision-making.

Nenasa TV Viewership Dashboard – Nenasa TV   Nov 2023

- Built a dashboard in Amazon QuickSight to analyze viewership and program performance.
- Integrated Snowflake for scalable data storage and querying.

Bank Statement Extraction Application – Internal Finance Team   March 2025
- Developed an automated system using Azure OpenAI and Document Intelligence to extract financial data from bank PDFs.

AI Avatar Generation App – Internal Marketing Team   April 2025
- Developed a application using Azure AI Avatar to generate custom avatars for internal use.
- Simplified avatar creation for marketing and training content through the App.

EDUCATION

Physical Science With IT,

• Walasmulla National School • Aug 2018 • Completed Advance level in the physical stream with two Good Pass, Credit Pass respectively in ICT, Combined Mathematics and Physics

Bachelor's degree in Information Technology (Up to Diploma Level),

University of Colombo • Colombo, LK • 2020

BSc (Hons) in Information Technology Specializing in Data Science,

SLIIT • Colombo, LK • Sep 2024

CERTIFICATIONS

Microsoft Certified: Fabric Data Engineer Associate (ongoing)	Microsoft • 2025
Microsoft Certified: Azure Fabric Analytics Engineer Associate (DP-600)	Microsoft • 2024
**Analytics & AI	Industry Practice Intern Course**	Data Analytics Academy of Dialog • 2024
Completed Azure ML Challenge	Microsoft • 2024
Supervised Machine Learning - Regression and Classification	Coursera • 2023
Linear Regression with NumPy and Python Guided Project	Coursera • 2022
Python for Data Science and AI	Coursera • 2021
Python For Everybody (Getting Started with Python)	Coursera • 2021

RESEARCH WORKS

Vocal Exercises Personalization | Final Year Research Project | Aug 2023 – June 2024

- Conducted research on developing a Machine Learning model to deliver personalized vocal training plans based on voice type, skill level, and gender.

- Explored classification algorithms, data preprocessing methods, and model evaluation techniques to optimize training personalization.

- Aimed to enhance the effectiveness of vocal exercises through targeted personalization.

SKILLS

Programming Languages: Python, R, SQL, Java, Snowflake

Cloud Platforms: Azure, AWS, Google Cloud Platform (GCP)

Data Engineering : Microsoft Fabric, Data Factory

Machine Learning: Deep Learning, NLP, Time Series Analysis, RAG

Project Management: Jira, Scrum, Kanban

Tools: TensorFlow, PyTorch, Scikit-learn, Pandas, Azure ML,

Big Data: Hadoop, Spark, PySpark

DevOps & MLOps: Git, CI/CD, Docker, Azure DevOps

Visualization: Power BI, Tableau, QuickSight(AWS)

LLM frameworks: Hugging Face, OpenAI API

OTHER ACTIVITIES

- Member of LEO Club of SLIIT
- Member Of SLIIT ART CIRCLE
- Member Of SLIIT CAROLS Team

REFERENCES

- **Eranda Adikari**, Vice President - Data & AI
  H One private Ltd

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- **Suranga Nanayakkara,** Consultant – Data Analytics
  KnowIT

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