

# 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.

- Developed an automated system using Azure OpenAI and Document Intelligence to extract financial data from bank PDFs.

- 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

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### 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

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### 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

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### 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 individualized recommendations.

## SKILLS

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**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

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

## REFERENCES

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- **Suranga Nanayakkara**, Consultant – Data Analytics  
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- **Samadhi Rathnayake**, Lecturer  
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