Randula Jayarathna

Support Engineer | Infrastructure Operations Engineer | Data Analyst
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PORTFOLIO

Personal Summary

IT Infrastructure & Operations Engineer with 5+ years of experience across global enterprises, specialising in L2/L3 support, service delivery, and automation. Proven success in managing mission-critical systems for 30M+ users, achieving 99.99% uptime, and reducing MTTR by 35%. Skilled in cloud platforms (AWS, Azure), DevOps tools (Docker, Kubernetes, Terraform), and data-driven insights (SQL, Python, Power BI, Tableau). Adept at stakeholder communication and cross-functional collaboration, with international experience spanning the UK, Europe, and Asia.

Key Skills

- **IT Operations:** Incident Management, SLA Compliance, KPI Tracking, ITIL, ServiceNow, Active Directory, Infrastructure Monitoring, Root Cause Analysis, Escalation Management
- **Cloud & DevOps:** AWS, Azure, Docker, Kubernetes, Terraform, CI/CD, Git, Cloud Security, SRE Practices
- **Data & Analytics:** SQL Optimisation, Data Modelling, Python (Pandas, NumPy), R, Tableau, Power BI, Jupyter Notebook, Data Visualisation
- **Automation & Scripting:** Python, Bash, Shell, REST API Integration, Microsoft Power Automate, Workflow Optimisation
- **Systems & Tools:** Windows/Linux Administration, Oracle Database, MS SQL, Snow SQL, Apache Tomcat, Microsoft 365, SharePoint
- **Leadership & Collaboration:** Cross-functional Collaboration, Stakeholder Management, Process Improvement, Team Leadership

Work Experience

Virtusa – Colombo, Sri Lanka
Infrastructure Operations Engineer | Oct 2020 – Sep 2022

- Delivered L2 system support for Mobile Number Portability (MNP) operations serving 30M+ subscribers, ensuring uninterrupted service availability across mission-critical telecom systems.
- Resolved over 150 support tickets weekly using Siebel and Remedy, maintaining a 98% SLA compliance rate and delivering timely technical assistance.
- Built real-time dashboards with Python (Pandas, NumPy, SciPy, Matplotlib) and R (ggplot2, Shiny) and REST APIs to visualise subscriber activities, enabling early trend detection, and a 35% reduction in escalations.
- Developed data pipelines and applied advanced analytics for anomaly detection, statistical ¬ling, and trend analysis of large-scale MNP logs, uncovering fault patterns and supporting predictive incident response and executive reporting.
- Optimised database performance using indexing, triggers, multi-threaded operations, and advanced sorting procedures, enhancing SQL-driven processes by 40%.
- Conducted root cause analysis for high-priority incidents, reducing Mean Time to Repair by 35%, and provided remote support for Windows and Linux applications.
- Automated log analysis and system diagnostics via CRON scheduling to decrease manual workload by 40% within 6 months.
- Managed Active Directory accounts, group policies, and permissions for over 500 enterprise users, ensuring secure and efficient access.
- Collaborated with cross-functional teams, including development and IT support, to execute seamless system deployments and upgrades aligned with ITIL best practices.
- Maintained 99.99% uptime through 24/7 on-call support and structured incident management, ensuring prompt resolution of critical application issues.

Virtusa – Colombo, Sri Lanka
Associate Infrastructure Operations Engineer| Feb 2020 – Oct 2020

- Administered L3 support for data integration applications by ensuring seamless synchronisation between global stores using BizTalk EAI tools, consistent with application support practices.
- Streamlined end-to-end data transfers by troubleshooting integration errors and optimising EAI workflows, reducing processing delays by 25% and enhancing application performance.

- Enhanced enterprise IT workflows by automating repetitive tasks with Microsoft 365 Power Automate and refining cross-team coordination through comprehensive documentation and Teams integration.

Co-operative Insurance Company Limited – Colombo, Sri Lanka
Trainee Software Engineer | Nov 2019 – Feb 2020
- Developed and optimised backend solutions for an enterprise insurance platform, ensuring high system throughput (150+ queries per minute) even during peak periods.
- Applied SQL and server-side programming to improve transaction handling, data validation, and system stability, directly enhancing customer experience.

Career Development & Leadership Experience
(Undertaken alongside MSc studies, UK 2022–2025)

Associate Flor Lead – Whole Foods Market | London, UK | May 2025 – Present
- Led daily operations, supplier management, and compliance, consistently exceeding sales targets and quality standards.
- Applied Power BI and advanced Excel to improve forecasting accuracy, reducing overstocking and boosting stock availability.

Multisite Team Lead – Tesco | London, UK | Jan 2025 – May 2025
- Directed café operations across multiple sites, leading 30+ staff, reducing waste by 15%, and safeguarding profit margins through tighter stock control.

Shift Manager – Taco Bell | Cheltenham, UK | Jan 2023 – Dec 2024
- Oversaw multi-shift teams in high-volume operations, optimised rotas to cut overtime by 20%, and strengthened compliance with food safety and audit standards.

Education

MSc in Data Science (Merit)
University of Gloucestershire – Cheltenham, United Kingdom | Sep 2022 – Aug 2024

BSc (Hons) in Software Engineering (Second Class Honours Upper Division)
University of Plymouth – Plymouth, United Kingdom | Oct 2016 – Dec 2019

Projects

Scam Detection Platform (University of Gloucestershire)
- Designed and deployed a machine learning web application in Python to detect fraudulent emails, achieving 95% accuracy across 10,000+ entries and improving email security by 30%.

CSGI MTN (Virtusa)
- Supported Mobile Number Portability (MNP) operations for 30M+ subscribers, optimising workflows by 25%, resolving 150+ weekly tickets, and handling escalations for activations, SIM swaps, and connectivity issues.

McDonald's ITR RIDM L3 Project (Virtusa)
- Delivered global ETL and data transfer solutions for 34,000+ retail locations, streamlining end-to-end data movement with EAI services and enhancing operational efficiency through L3 infrastructure support.

Private Parking Management App (University of Plymouth)
- Built a dual Android mobile application for drivers and facility owners, integrating secure payment features that reduced transaction times by 75% and improved user experience.

Memberships
- Institution of Engineering and Technology
- British Computer Society

Certifications & Awards
- Developing a Google SRE Culture by Google
- Statistics by Stanford University
- Two Service Excellence Awards at the Virtusa for excellence in project execution.