

# Randula Jayarathna

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## PORTFOLIO

### Personal Summary

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High-performance Engineer specializing in L2/L3 support and automation for large-scale global environments. Expert at maintaining critical infrastructure for 30M+ users with a track record of 99.99% uptime. Leverages Python and SQL to drive operational efficiency, recently slashing MTTR by 35%. International experience across the UK and Asia.

### Education

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#### MSc in Data Science

University of Gloucestershire – Cheltenham, United Kingdom | Sep 2022 – Aug 2024

- Merit

#### BSc (Hons) in Software Engineering

University of Plymouth – Plymouth, United Kingdom | Oct 2016 – Dec 2019

- Second Class Honours Upper Division

### Work Experience

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#### Associate Floor Lead | May 2025 – Present

##### Whole Foods Market – London, United Kingdom

- Spearheaded daily operations across multiple departments, ensuring seamless management of inventory, supplier relationships, and team performance through effective use of KPIs and scheduling tools.
- Developed and analysed comprehensive operational, sales, and staffing reports utilising advanced Excel functions (VLOOKUP, Pivot Tables) and Power BI, leading to enhanced forecasting models that significantly improved stock availability and minimised overstocking and shrink.
- Conducted thorough cross-departmental performance data analysis, pinpointing operational inefficiencies and executing strategic process improvements to enhance overall productivity and compliance.

#### Engineer infrastructure operations | Oct 2020 – Sep 2022

##### Virtusa – Colombo, Sri Lanka

- Executed L2 support operations catering to more than 30 million MTN users, addressing an average of over 150 weekly service requests via ServiceNow/Remedy with consistent adherence to a strict SLA target of 98%.
- Handled internal and external escalations related to porting queries, activations, SIM swaps, applications, pre-sales port info, routing, cancellations, and connectivity issues.
- Performed daily health checks and continuous monitoring of subscriber activations and deactivations to proactively maintain system performance.
- Resolved 150+ weekly support tickets using Siebel and Remedy, maintaining a 98% SLA compliance rate and produced daily, weekly, and monthly reports to track ticket flows and trends
- 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 and trend analysis of large-scale MNP logs, uncovering fault patterns and supporting predictive incident response and executive reporting.
- Automated log analysis and CRON scheduling to decrease manual workload by 40% within 6 months.
- Conducted root cause analysis for high-priority incidents, reducing MTTR by 35%, and provided remote support for Windows and Linux systems.
- Maintained 99.99% uptime through 24/7 on-call support and structured incident management, ensuring prompt resolution of critical application issues.

#### Associate engineer infrastructure operations | March 2020 – Oct 2020

##### Virtusa – Colombo, Sri Lanka

- Administered L3 support for data integration applications, ensuring seamless synchronisation between global retail systems using BizTalk EAI tools, aligned with ITIL-based application support protocols.
- Provided comprehensive application, operational, and maintenance support, including incident and request management, defect resolution, and customer-facing issue handling.

- Led onboarding support for new markets, collaborating with cross-functional teams to ensure smooth application deployment and integration readiness.
- Managed the change process, coordinating with stakeholders to implement updates without service interruption.
- Streamlined end-to-end data transfers by troubleshooting integration errors and optimising workflows, reducing processing delays by 25% and improving overall system performance.

## Trainee Software Engineer | Dec 2019 – Feb 2020

### Co-operative Insurance Company Limited – Colombo, Sri Lanka

- 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)

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- **Multisite Team Lead - Tesco**  
London, UK | Jan 2025 – May 2025
- **Shift Manager - Taco Bell**  
Cheltenham, UK | Jan 2023 – Dec 2024

## Projects

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### 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.

## Technical Skills

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- **Operating Systems:** Windows, Linux, Mac OS
- **Programming Languages:** Python (Pandas, NumPy, SciPy, Matplotlib, PySpark, TensorFlow), R (ggplot2, shiny), Bash, Shell Scripting, PHP, JavaScript
- **SQL/Database Management:** SQL (SQL Server, MS SQL, PostgreSQL, SnowSQL), Oracle Database
- **DevOps & Cloud Tools:** Docker, Kubernetes, Git, Apache Tomcat, AWS, Azure
- **Infrastructure as Code:** Terraform
- **Analytics & Visualisation:** Tableau, Jupyter Notebook, Microsoft Excel (VLOOKUP, Pivot Tables)
- **ERP Systems:** Microsoft 365, Dynamics Business Central
- **Other Tools:** Active Directory, MS BizTalk, SRE, API Debugging, ServiceNow, Hadoop
- **Documentation:** Confluence, Teams, SharePoint

## Memberships

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- Institution of Engineering and Technology
- British Computer Society

## Certifications & Awards

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