RANDULA JAYARATHNA

Support Engineer | Infrastructure Operations Engineer

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PERSONAL SUMMARY

Award-winning Support Engineer with 3+of expertise in L2 and L3 support, system optimisation, and IT infrastructure management. Proficient in troubleshooting and resolving technical issues using tools such as Microsoft SCCM, ServiceNow, and Active Directory. Skilled in deploying and maintaining cloud and on-premises environments (Windows/Linux), scripting for process automation, and database management. Delivered 99.99% system availability, improved resolution times by 35%, and enhanced service quality with measurable business impact.

EDUCATION

MSc in Data Science
University of Gloucestershire | United Kingdom   Sep 2022 - Aug 2024
- Achieved a merit classification

BSc (Hons) in Software Engineering
University of Plymouth | United Kingdom   Oct 2016 - Dec 2019
- Graduated with Second Class Honors Upper Division

WORK EXPERIENCE

Operations Engineer
Virtusa   Oct 2020 - Sep 2022
- Created Tableau dashboards improving business intelligence by 40% via predicting subscriber activity insights.
- Developed and implemented innovative data models in Python/R, resulting in a 35% reduction in system load times while achieving optimal resource allocation across all operational processes.
- Enhanced SQL query performance and administered Oracle databases to improve processing speed and data integrity.
- Prepared daily, weekly, and monthly reports, providing actionable insights to support key decision-making and drive continuous improvement across teams and organisational initiatives.
- Spearheaded Mobile Number Portability (MNP) to ensure seamless network connectivity for 30M+ subscribers.
- Optimized L2 support processes by collaborating with other network service providers to resolve service queries, reducing average resolution time by 20%.
- Addressed high-priority customer inquiries (P1-P2) through direct email, Remedy and ServiceNow ticketing systems enhancing incident resolution efficiency while achieving monthly increases in satisfaction rate by 35%.
- Automated daily routine tasks using scripts and Cronjobs to cut manual workload by 40%.
- Executed detailed analyses on operational errors and log files to pinpoint underlying problems, enhancing overall system stability which led to an increase in incident response speed by 25%.
- Integrated DevOps methodologies and ITIL practices to enhance platform security and system safety, achieving a 35% reduction in vulnerability response times.
- Streamlined application performance on Cloud servers, refining both Linux and Windows environments to achieve 30% faster load times across the infrastructure.
- Coordinated cross-functional teams by creating change requests during deployments and upgrades to ensure configuration changes in the production environment.
- Maintained on-call support to ensure 99.99% system availability during high-pressure scenarios.

Associate Operations Engineer
Virtusa   Feb 2020 - Oct 2020
- Managed the BizTalk-based Data Management Tool (DMT) for seamless file transfers across McDonald's restaurants and enterprise systems worldwide; leveraged .NET, C#, and MS SQL to enhance data integrity.
- Leveraged Microsoft 365 Business tools to streamline operational workflows and expediting issue resolution.
- Delivered L3 to resolving complex issues, managing system upgrades, and ensuring seamless operations, including new market onboarding.

Trainee Software Engineer
Co-operative Insurance Company Limited   Nov 2019 - Feb 2020
- Engineered robust backend solutions to streamline operations for an insurance platform, resulting in consistent throughput exceeding 150 queries every single minute throughout peak usage periods.

PROJECTS

- Scam Detection Platform (University of Gloucestershire)
  - Designed a Python-based web app with machine learning to strengthen email security by 30%.
  - Validated across 5+ data modules and datasets of 10,000+ entries, attaining 95% accuracy in scam detection.
- CSGI MTN (Virtusa)
  - Spearheaded the optimisation of MNP for MTN South Africa, automating workflows that boosted efficiency by 25% and managing databases for 30M+ subscribers.
  - Diagnosed issues from an average of 150+ Tickets per week, contributing to enhanced user experience through robust L2 support practices that drove improved client retention rates overall.
- McDonald's ITR RIDM L3 Project (Virtusa)
  - Executed the global data transfer solution for 34,000+ McDonald's locations worldwide.
  - Collaborated with the Enterprise Application Integration (EAI) Service to enable seamless end-to-end data movement across platforms, improving operational efficiency and ensuring data consistency.
- Private Parking Management App (University of Plymouth)
  - Innovated a parking management solution consisting of two Android apps for drivers and facility owners. The app combined payment features that reduced transaction times by 75%.

TECHNICAL SKILLS

- **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, SnowSQ), 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

AFFILIATIONS AND MEMBERSHIPS

- British Computer Society
- Institution of Engineering and Technology

CERTIFICATIONS & TRAINING

- Developing a Google SRE Culture by Google
- Statistics by Stanford University

AWARDS

- Service Excellence Awards X 2 in the Virtusa for excellence in project execution.