ISHARA DISSANAYAKE
DATA SCIENTIST

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EXPERIENCE

DATA SCIENTIST
SHOUTOUT AI
JAN 2023 - PRESENT

- Decreased conversational AI development time by 2.3x by introducing an open-source development tool.
- Built a fine-tunable and fully scalable automatic language detection model for multi-lingual conversational AIs (R&D).
- Boosted response design efficiency by 2x with integrated LLMs.
- Increased query resolution efficiency by 1.5x with an intent suggestion feature in conversational AI fallback scenarios.
- Improved the accuracy of a large conversational AI project from 43% to 95% using NLU pipeline and dataset quality optimization strategies.

ASSOCIATE DATA SCIENTIST
SHOUTOUT AI
APR 2022 - JULY 2022

- Achieved 3x faster chatbot deployment time by migrating to Docker.
- Led 2 enterprise-level multilingual conversational AI projects, contributing over 30% to ShoutOUT AI's revenue.
- Reduced conversational design time by 75% by introducing a new conversation design tool to the team.

DATA SCIENCE INTERN
SHOUTOUT AI
SEP 2021 - MAR 2022

- Fully eliminated downtime by leveraging external natural language generation servers for updating conversational AI responses.
- Reduced conversational AI downtime by 90% by separating the training and deployment processes.

CERTIFICATIONS

RASA CERTIFIED DEVELOPER
RASA
JAN 2023

PCAP - PROGRAMMING ESSENTIALS IN PYTHON
CISCO
MAY 2021

SKILLS

PROGRAMMING LANGUAGES	Python, JavaScript, Java
FRAMEWORKS & LIBRARIES	Rasa Open Source, TensorFlow, NumPy, HuggingFace Transformers, NLTK, SpaCy, LangChain, StreamLit, Pandas, Scikit Learn, Flask, React JS
TOOLS	MongoDB Atlas, Weaviate, AWS, Docker, GIT, GitHub, GitHub Actions, Prometheus, Grafana NGINX, Postman, SQL, Jira
KNOWN CONCEPTS	NLP, Machine Learning, Deep Learning, Vector DBs, Conversational AIs, MLOps, CI/CD, LLMs & Prompt Engineering, REST APIs, Data Engineering, Data Warehousing & BI, Version Management, Reverse Proxy, Conventional Commits, JWT, Agile, OOP & Design Patterns

RESEARCH PUBLICATIONS

ENHANCING CONVERSATIONAL AI MODEL PERFORMANCE AND EXPLAINABILITY FOR SINHALA-ENGLISH BILINGUAL SPEAKERS
DEC 2022

CONFERENCE: 4TH ICAC, **PUBLISHER:** IEEE, **H-INDEX:** 7, **DOI:** 10.1109/ICAC57685.2022

PROJECTS

DIET LANGUAGE IDENTIFIER
A FINE-TUNABLE DEEP LEARNING LANGUAGE CLASSIFICATION MODEL
MAY 2023
GitHub

- Can scale up to any number of languages.
- Leverages the Rasa framework and fully supports fine-tuning.
- Easily integrated with existing Rasa conversational AIs.

CODELESS BILINGUAL CONVERSATIONAL AI DEVELOPMENT SaaS PLATFORM
IMPLEMENTATION OF THE UNDERGRADUATE RESEARCH
DEC 2022
GitHub

- Presented at National Best Quality Software Awards (NBQSA) 2022
- Technology Stack: Python, Rasa, React, MongoDB, Docker, Azure, NGINX
- Implemented an Explanation AI (XAI) tool that yielded 100% impactful deep learning model explanations as the individual contribution.

EDUCATION

BSc (HONS) INFORMATION TECHNOLOGY SPECIALIZING IN DATA SCIENCE
SLIIT, MALABE, SRI LANKA
MAR 2023

- 1st Class Upper Division (CGPA: 3.85)
- 6 Dean's List Awards for best academic performance.