

Sahampathi Weerasuriya

Data analyst/Business Analyst/Project & operation specialist

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SUMMARY

Certified Data Analyst with over 5 years experience & background in project management & business operations. Proficient in SQL, Python, and Excel to extract, clean, and analyze data and Tableau for data storytelling. Additionally, excels as a business operations and project specialist with strong planning and problem-solving skills with proficiency in Jira, Asana and Salesforce.

SKILLS & TOOLS

Skills: Data Cleaning and Preparation, Data Quality and Integrity, Exploratory and Descriptive Analytics. Data Transformation and Integration, Querying, Filtering, Sorting, and Grouping Data, Performing Statistical Analysis, Predictive Analysis, Linear Regression, Hypothesis testing, Subqueries, Join Tables, CTEs Writing, Technical Documentation and Reports. Data Visualizations and Dashboards, Presentation, Plan, implement and manage data projects

Tools: SQL (MySQL/Postgres/Bigquery), Python, Tableau, Advance Excel, Microsoft office, Jira, Salesforce, Asana

Languages: English - Business professional, German - Intermediate (B1), Sinhala - Native

DATA ANALYTICS EXPERIENCE

- [Hotel Booking Data Analysis](#): An analysis of international hotel booking data from 2010 to 2019 aiming to generate insights into hotel booking trends and customer behavior patterns using Python and data visualization using Tableau.
- [Instacart-Grocery-Basket-Analysis](#): Analysis to uncover more insights about sales patterns and customer profiles using Python
- [Rockbuster Stealth LLC](#): Analysis to provide data-driven answers to questions related to 2020 online streaming services Strategy using SQL & Tableau
- [US Influenza season](#): Analysis of US influenza stats to provide temporary staff allocation strategy recommendations for staffing agency in USA using Excel & Tableau

WORK EXPERIENCE

Pulitech (*Service Industry*)

04/ 2021 - 08/ 2023

BUSINESS OPERATIONS AND PROJECT SPECIALIST

Managed company business operations-related projects across cross-functional departments. Some of my responsibilities and achievements are :

- [Logistic and warehouse restructuring project](#): Managed Warehouse and logistics management project to reduce the wastage cost by 35% and increase logistics efficiency by 68% through analyzing inventory, material market price, regional traffic, and Geographical (Berlin) data to develop inventory layout and logistics model. Tools used: Jira, and Tableau. Excel

- **Service quality development project**: Managed Service quality operations project to uplift existing service quality standards to 80%. Analyzing current service, customer satisfaction, Objects, and market data to develop new service standard operating protocols, service quality auditing mechanisms and training modules. Tools used: Excel, Jira, Tableau and Iauditor.
- **Cross functional department process optimization project**: Managed internal operations optimization project to increase productivity between cross functional departments (Customer service, operations, Inventory & logistics, and quality) by creating process optimization model analyzing internal data on time gaps and cross functional administration lags. Introduced Jira work management boards which decrease average wait time by 33% within interdepartmental
- Tools used: Excel, Tableau & Jira

John keels holdings., Sri Lanka. *(Retail Industry)*

JUNIOR MANAGER- SERVICE OPERATIONS AND PROJECTS

08/2011 – 08/2014

Managed Service process optimization project and later project-related process optimization, training and development across the company. Some of my responsibilities and achievements are

- **Customer service development project**: Analyzed the Managed a part of service quality improvement project to initiate first ever customer service oriented supermarket chain in Sri-lanka to uplift overall quality standard to 80% through analyzing market, Internal supermarkets and stakeholder data and recognizing critical customer touch points and profit points to develop a service model and modules to cover overall existing 45 and future retail stores. Tools Used: Excel, powerpoint and SAP ERP.
- **Post project process optimization** : • Managed post project service optimization through analyzing personal and customer surveys. Tools used Excel and powerpoint on 18 island- wide supermarkets to bring service standards further up to 90%.

Academic qualifications

Europa-Universität Viadrina Frankfurt (Oder)
Master of Business Administration

10/2016 – 08/2020

University of Peradeniya, Sri Lanka
Bachelor of Computer and Management

06/2007 – 08/2011

Professional certifications

CareerFoundry Institute Berlin
Professional certification in Data Analytics

09/2023 – 02/2024

Google career certifications
Professional certification in Data Analytics

05/2023 – 09/2023

Google career certifications
Professional certification in Project management

01/2023 – 06/2023

Udemy certifications
SQL for data analytics and business intelligence

06/2023 – 02/2024