

SUPUN BANDARA

Address: No. 50, Raja Mawatha, Sri Jayawardenepura Kotte.
Phone: +94754651034
Email: supunsb21@gmail.com
Linkedin: [supunsb](#)
Website: [supunbandara.me](#)

ABOUT ME

Data Analyst with a BSc in Statistics and Computer Science. Experienced in data analysis, statistical modeling, and using tools like Python, Power BI, and Excel to extract insights from data. Skilled in data visualization, cleaning, and modeling. Passionate about turning data into valuable business solutions and eager to contribute in a data-driven environment.

WORK EXPERIENCE

Diesel & Motor Engineering PLC

DIMO 800 Mercedes-Benz Centre, Colombo 14.

Analyst - Customer Insights

January 2026 - Present

- Transformed raw customer data into actionable business intelligence to improve customer satisfaction and operational efficiency. Leveraged advanced analytics, machine learning, and AI to identify trends, predict customer behavior, and automate feedback loops.

Intern - Data Analyst

May 2025 - December 2025

- Designed and published 5+ Power BI dashboards** to provide tracking of daily complaints, SLA breaches, brand-specific cases (TATA Passenger Vehicles), and operational performance (RSA branch comparison).
- Calculated and continuously monitored** overall and executive-specific compliance rates, using visualizations to enforce accountability and identify areas for service quality improvement.
- Developed an AI-powered chatbot** to automatically classify customer feedback (complaint or concern) and auto-draft emails for relevant assignees, significantly automating the initial CX workflow.
- Conducted CSI score analysis** using advanced statistical models in Python and built a complementary Streamlit dashboard to democratize access to key Customer Satisfaction Index insights.
- Implemented Machine Learning time series models** to accurately forecast future complaint volumes, enabling proactive resource planning and optimizing operational capacity.
- Generated comprehensive complaints analysis reports** for different profit centers, translating complex data trends into strategic, actionable recommendations for senior management.

EDUCATION

Bachelor of Science in Statistics & Computer Science University of Kelaniya <ul style="list-style-type: none">• Second Class (Lower Division)• Major in Statistics	2022 - 2025
Advanced Level - Physical Science Stream Kegalu Vidyalaya	2020
Ordinary Level Kegalu Vidyalaya	2017

TECHNOLOGIES

- **Technical Skills:** Python, R, SQL, Power BI, Microsoft 365, Web Development (HTML, CSS, Javascript)
- **IDE:** VS Code, Jupyter Notebook, Google Colab, RStudio
- **Libraries & Frameworks:** Pandas, NumPy, Scikit-Learn, Streamlit, Matplotlib, Plotly, Flask
- **Version Control System:** Git (GitHub)

PROJECTS

Socio-Economic and Environmental Factors Influencing Homicide Rates in Sri Lanka Link	2025
<ul style="list-style-type: none">• Analyzed homicide rates (1994–2023) using statistical and machine learning models (OLS, Elastic Net, XGBoost). Identified key socio economic and environmental predictors, with Elastic Net achieving the best performance ($R^2 = 0.9225$). Findings support data-driven strategies for crime prevention and policymaking.	
Car Fuel Consumption Project Link	2024
<ul style="list-style-type: none">• Used R regression models to analyze factors impacting automotive fuel usage. The project included data pretreatment, model creation, and statistical analysis to identify critical variables and trends, resulting in insights for improving fuel efficiency and minimizing environmental impact.	

CERTIFICATIONS

Training Course on Data Science with Python University of Colombo School of Computing	2025
Python Libraries for Data Science Simplilearn	2025
Natural Language Processing in Python Udemy	2025