

Ishara Dissanayake

thisismaduishara@gmail.com | +9470 209 0885 | linkedin.com/in/isharadissanayake | github.com/thisisishara

Professional Experience

Data Scientist, ShoutOUT Labs Jan 2023 – Present

- Architected and delivered a production-ready SaaS Generative AI conversational platform in 6 weeks by implementing optimized RAG pipelines and agentic architecture, enabling successful deployment of 6 client projects within 6 weeks.
- Enhanced complex conversational workflows by reducing hallucinations from ~90% to ~10% through development of a specialized stateful agentic backend for handling multi-step user input collection.
- Enhanced platform performance by reducing response latency from 20 to 5 seconds through implementation of asynchronous operations and efficient session caching mechanisms.
- Doubled Rasa response designing efficiency by enabling LLM-assisted dynamic response generation while maintaining response quality and reliability.

Associate Data Scientist, ShoutOUT Labs Apr 2022 – Jul 2022

- Migrated Rasa deployment to a containerized architecture, reducing deployment time by 3×.
- Led 2 multilingual Rasa conversational AI projects, driving ~25% of company revenue, and ensured seamless operation of 4 existing Rasa deployments.

Data Science Intern, ShoutOUT Labs Sep 2021 – Mar 2022

- Minimized conversational AI downtime by 90% by decoupling training and response generation from deployment.

Certifications

Rasa Certified Developer Certification, Rasa Technologies Inc. Jan 2023
Credential ID: CLNPNSBRBSB-GJLLGJHS-XSHRTCPTPS

Understanding Data Engineering, DataCamp, Inc. Jul 2021
Credential ID: 4896581ef93d5426d374eaad0e76ceb6e3bcc170 [↗](#)

Projects

ActionGemma: Fine-Tuning of Gemma 2 for Function Calling, Collaboration Oct 2024
• Tech Stack: HuggingFace, Unsloth, SFT, TRL, PEFT (QLoRA), W&B, and Kaggle
• Repository: huggingface.co/dushj98/action-gemma-2-2b-it-lora [↗](#)

LLM Response Bot, Rasa LLM Community Challenge Runner-up Jul 2023
• Tech Stack: Rasa, Rasa Actions SDK, OpenAI, Docker
• Repository: github.com/thisisishara/llm-response-bot [↗](#)

Technical Skills

AI/ML: TensorFlow, PyTorch, HuggingFace, Unsloth, W&B, LangChain, RAG, Streamlit, Rasa

Development: Python, Sanic, Redis, MongoDB, Qdrant, SQL, NumPy, Pandas, Pydantic

DevOps: Docker, NGINX, AWS, Git

Education

BSc (Hons) Information Technology specializing in Data Science, SLIIT Mar 2023
1st Class Upper Division | CGPA: 3.84 out of 4.00 | 6 Dean's List Awards for the Best Academic Performance

Publications

Enhancing Conversational AI Model Performance and Explainability, IEEE Dec 2022
4th ICAC (h-index: 14) | DOI: 10.1109/ICAC57685.2022.10025153 [↗](#) | NBQSA 2022 Semi-finalist