MISHAWRNILANTHI SELVARAJ

Business Analyst

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PROFESSIONAL SUMMARY

Technical Business Analyst with 2+ years of experience in requirements engineering, Agile project delivery, and digital solutions. Proven expertise in bridging business and technical teams, creating comprehensive documentation (SRS, BRD, user stories), and delivering high-quality software solutions. Skilled in stakeholder management, process optimisation, and working with cross-functional teams in Agile environments.

WORK EXPERIENCE

Business Analyst

555 Marketing | Colombo, Sri Lanka | August 2025 – Present
- Translate business requirements into user stories and technical specifications, reducing development rework by 30%
- Facilitate stakeholder communications and coordinate requirements between marketing teams and developers for web development projects
- Apply UX principles to ensure user-focused solution design in web applications

Business Analyst

Ysoft Solution | Sri Lanka | May 2024 – July 2025
- Led Agile requirements workshops for 15+ software initiatives, producing SRS, BRD, use cases, user stories, and traceability matrices that aligned technical and business teams
- Created As-Is and To-Be process workflows that reduced process cycle time by 20% and developed business solutions that reduced rework by 15%
- Collaborated with international clients (UK, Japan, Malaysia, Singapore) to scale product features
- Managed functional testing, SQL validation, API testing, and UAT phases, achieving 100% defect closure record
- Facilitated sprint planning, backlog grooming, and demo reviews using Agile methodologies, ensuring alignment with business objectives and delivery outcomes
- Served as SPOC for projects, managing 25+ requirements and improving delivery efficiency by 15%
- Identified automation opportunities in manual processes, implementing solutions to improve efficiency

Data Reconciliation Analyst / Junior Business Analyst

Ysoft Solution | Sri Lanka | January 2024 – April 2024
- Managed requirements as a single point of contact for 5+ data-driven web applications, consistently achieving stakeholder satisfaction
- Automated reconciliation of 10,000+ records per month with 98% accuracy using Cointab and SQL, enabling faster decision-making
- Delivered dashboards and analytical reports that improved reconciliation efficiency by 87%
- Conducted gap and process analysis that reduced scope changes by 80%

Mobile Application Developer - Intern (React Native)

Ysoft Solution | Sri Lanka | July 2023 – December 2023
- Developed cross-platform mobile applications using React Native, Node.js, and MongoDB, including an AI-based transcript model app with pre-release APK builds
- Integrated face recognition with pre-trained models for vital-sign estimationachieving 92% accuracy
- Assisted in UI/UX improvements, requirements gathering, and scope clarification for stakeholder feedback sessions

KEY PROJECTS

Bootble - Fitness Mobile & Web Application | September 2024 – July 2025
- Managed client communications, requirements gathering, and coordinated development teams throughout the project lifecycle
- Validated APIs in Postman and contributed to early-stage application development with React Native
- Coordinated AI feature development for user tracking and personalised coaching, delivering on schedule

Data Reconciliation Implementation (Cointab Tool) | September 2024 – January 2025
- Led data reconciliation using Excel/CSV file imports and SQL queries, generating detailed analytical reports for client presentations and automated reconciliation processes for 15,000+ records with 98% accuracy

EDUCATION

Bachelor of Information & Communication Technology (Honours)
University of Jaffna | Sri Lanka | April 2019 – March 2025
Relevant Coursework: Software Development Models, UI/UX Design principles, Requirements Engineering, Strategic Planning, Data Analytics, App & Website Development, Artificial Intelligence, Digital Transformation
Research: Mango Quality Detection & Data Visualisation using AI (Selected for RCAICT 2025 Conference)

TECHNICAL SKILLS

Business Analysis & Documentation: Requirements elicitation, SRS, BRD, FRS, use cases, user stories, acceptance criteria, traceability matrix, gap analysis, As-Is/To-Be modelling, workflow optimisation, UAT coordination, process mapping, flowcharts
Agile & Project Management: Agile, Scrum, Kanban, RUP, Waterfall, sprint planning, backlog management, stakeholder management, ClickUp, Jira, Confluence, risk assessment, delivery planning
Data & Analytics: SQL, Excel, data reconciliation, data visualisation, business intelligence, reporting, analytics, API testing and validation (Postman), Web analytics implementation
Technical Tools & Platforms: Lucidchart, Draw.io, Cointab (Data Reconciliation), Figma (UI/UX wireframing), VS Code, Android Studio, React Native, MongoDB, Node.js, Xampp, Python (Anaconda)
Soft Skills: Stakeholder facilitation, workshop facilitation, cross-functional collaboration, technical documentation, problem-solving, communication, negotiation, relationship management

CERTIFICATIONS
- PMP (Project Management Professional) - Udemy
- CBAP Preparation - Business Analysis Body of Knowledge
- Principles of ITSM System, Essentials of IT Service Management and Infrastructure Library Level 4
- Diploma in IT with E-commerce - ESOFT Computer Studies Private Limited

KEY ACHIEVEMENTS
- Reduced software rework by 15% through improved requirement traceability and comprehensive documentation
- Decreased process cycle time by 20% via workflow optimisation and As-Is/To-Be modelling
- Successfully delivered 15+ product initiatives, aligning business objectives with technical implementation
- Achieved 100% defect resolution rate in UAT phases across multiple projects

LANGUAGES
English - Fluent | Sinhala - Native | Tamil - Native

References available upon request