

Mishawrnlanthi Selvaraj

Technical Business Analyst

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SUMMARY

Technical Business Analyst with 2+ years' experience and proven experience in requirements engineering, process optimization, and solution design. Skilled at bridging business and technical teams, producing functional documentation, and delivering high quality solutions in Agile and RUP environments. Strong analytical, communication, problem-solving skills, and stakeholder management.

WORK EXPERIENCE

05/2024 – 07/2025

Sri Lanka

Technical Business Analyst

Ysoft solution

- Led requirements sessions with stakeholders, eliciting, documenting, and refining features for 15+ software initiatives.
- Produced SRS, BRD, process mapping, use cases, user stories, traceability matrix, and acceptance criteria.
- Created As-Is and To-Be, and process mapping that reduced process cycle time by 20%.
- Worked with developers and QA to ensure high accuracy and consistency.
- Collaborated with clients from the UK, Japan, Malaysia, and Singapore to analyse requirements, document processes, and implement Agile-driven solutions.
- Conducted competitor analysis and R&D based on product roadmap, developing business solutions that reduced rework by 15%.
- Managed functional test suites, SQL validation, and API testing.
- Supported sprint planning, backlog grooming, and demo reviews.
- Coordinated UAT phases; tracked defects and facilitated resolution, maintaining a 100% defect closure record.

01/2024 – 04/2024

Sri Lanka

Data Reconciliation analyst/Junior business analyst

Ysoft solution

- Served as single point and managed requirements for 5+ data-driven web applications, consistently achieving stakeholder satisfaction.
- Built analytical dashboards and reconciliation reports, processing >10,000 records monthly with 98% accuracy.
- Did data reconciliation generated reports for decision making and client presentations which improved speed and accuracy by 87%.
- Conducted gap and process analysis to reduce scope changes by 80%.

07/2023 – 12/2023

Sri Lanka

Mobile Application Developer-Intern (React-Native)

Ysoft solution

- Developed cross-platform mobile applications (React Native, Node.js, MongoDB), including an AI-based transcript model app, managing code repositories, pre-release APK builds, and API integrations.
- Assisted in UI/UX improvements, requirements gathering, and scope clarification, supporting demos and stakeholder feedback sessions.

EDUCATION

04/2019 – 03/2025

Sri Lanka

Bachelor of Information & Communication Technology (Hons) Information & Communication Technology

University of Jaffna

Software Development Models, Business Analysis, Requirements Engineering, Strategic Planning, Data Analytics, Applications & Websites development, and AI knowledge.

Research: Mango Quality Detection & Data Visualisation using AI (selected for RCAICT 2025)

CORE SKILLS

Business Analysis & Strategic Planning

Requirements elicitation, SRS/BRD, FRS, use cases, user stories, acceptance criteria, traceability matrix, requirement prioritization, gap analysis, As-Is/To-Be business process mapping, workflow optimization, User Acceptance Test (UAT), Flowcharts, Functional & Technical Specifications, Stakeholder Workshops & Communication, SDLC/RUP, Database structuring, Project coordination

Data & Analytics

SQL, Excel dashboards, Cointab reconciliation, data visualization, business intelligence, reporting, analytics, API testing/validation

Technical Tools & Frameworks

Lucid chart, Draw.io, Excel, Anaconda (Python), Cointab (Reconciliation Tool), VS Code, Android studio, React Native, MongoDB, Xampp, Node.js, API Testing (Postman), Figma UI/UX Wireframing, Jira (learning), Confluence (learning)

Project & Process Management

Agile, Waterfall, RUP, Kanban, Scrum ceremonies, sprint planning, reviews, retrospectives, backlog management, risk assessment, stakeholder approvals, schedule management, delivery planning

Communication & Leadership

Workshop facilitation, negotiation, product demo support, stakeholder presentations, documentation, client interaction, cross-team coordination, curiosity-driven learning, proactive problem-solving

PROJECTS

03/2025 – 07/2025

Thinakkural website revamp

- Conducted requirement gathering and issue resolution meetings, coordinated design, development, and client teams, improving delivery efficiency by 15%.
- Served as liaison (SPOC) for 25+ requirements; aligned roadmap and prioritised features, improving team efficiency.

09/2024 – 07/2025

Fitness Mobile application and web application - Bootble

- Managed client communications, requirements gathering, and development team coordination, contributed to early-stage app development and validated APIs in Postman
- Coordinated development of AI features enabling user tracking and coaching; delivered on schedule

09/2024 – 01/2025

Data Reconciliation (Tool-Cointab Reconciliation)

- Led data reconciliation using Excel/CSV file imports and SQL queries, and generated detailed analytical reports for the client presentation.
- Automated reconciliation for 15,000+ records; produced reports with 98% accuracy

07/2023 – 12/2023

AI-Based Mobile App Development

- Developed UI components and integrated a pre-trained Transcript Script AI model into a mobile application, delivering functional APKs to clients.
- Integrated face recognition with pre-trained models for vital-sign estimation (e.g. pulse, oxygen, blood pressure), achieving 92% accuracy.

CERTIFICATES

PMP (Project Management Professional)

Udemy

Principles of IT Service Management System (ITSM)

Fundamentals of Java programming

ESOFT Metro Campus

Diploma in IT with E-commerce

ESOFT computer studies private limited

CBAP

Essentials of IT Service Management and Infrastructure Library Level 4

Diploma in IT

ESOFT Metro Campus

LANGUAGES

- English
- Sinhala
- Tamil

ACHIEVEMENTS

- Reduced software rework by 15% via improved requirement traceability
- Cut process cycle time by 20% through workflow optimisation
- Delivered 15+ product initiatives aligning business and technical teams
- Supported UAT phases, achieving 100% defect resolution