Sivaneswaran **Shathusjan (Sha)**

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About Me

With **over 6 years** of experience in **Product Management** and **Business Analysis**, I've worked closely with global clients to solve diverse business challenges. My expertise spans various industries, including **Web3, E-commerce, HRIS, Hospitality,** and **FinTech**. I bring a strong foundation in Front-End development, a customer-centric approach, and effective communication skills, making me a well-suited Product Manager for any organization.

Key Skills

Strategic Thinking | Market Research | Product Roadmapping | Cross-functional Collaboration | Problem Solving | Scrum Master Requirements Gathering | Stakeholder Management | Quality Assurance Testing | User Story Writing | UI/UX Designing

Technical Skills

SQL | Python | R | HTML5 | CSS3 | XML | GraphQL | Figma | XD | Adobe Illustartion | Google Analytics | JIRA | Trello | Visio MS Office | G Suite | Confluence | Excel | ReactJs

Experience ⧉

Product Owner (Web3)   Jan 2022- Jun 2023 (1.5 Years)
Atato Pte Ltd

- Collaborated with the management team to define quarterly and yearly roadmap.
- Defined MVP for new features and document them in well-designed user stories.
- Created UI/UX designs and prototype for all new features and ensure design consistency across the platform.
- Signoff UAT before production release to ensure quality and consistency of the product.

Achievement: Spearheaded a 72% increase in user on-boarding and successfully implemented Scrum best practices and agile processes, ensuring seamless feature delivery.

Senior Product Manager   Jan 2019 - Jan 2022 (3 Years)
ThinkSmart Solutions (Pvt) Ltd

- Managed multiple product teams to ensure high-quality releases.
- Led a team of 11+ developers including Full Stack Developers, DevOps, QAs, and Digital Marketers.
- Documented Epics and User Stories for the system requirements and groomed those with the development team before starting the sprints.

Achievement: Achievement: Played a pivotal role in conceptualizing and developing a food delivery application from inception to completion & offered strategic assistance to the finance and marketing teams, leading to an impressive 84% surge in daily order rates.

Experience

Quality Assurance Engineer   July 2018 - Dec 2018 (0.5 Year)

Hitachi Digital Payment Solutions (Pvt) Ltd | Sri Lanka

- Performed various QA testing on ATM and other payment gateway products
- Conducted sprint planning meetings and acted as the facilitator of daily standups.
- Documented test cases for all new features and signed off on staging releases.

Skills: Selenium, Cucumber, Postman, Scrum Master, & Quality Assurance.

Product Coordinator   July 2017 - Nov 2017 (0.5 Year)

RezGateway (Pvt) Ltd | Sri Lanka

- Engaged with international customers to understand system issues and challenges.
- Conducted system feature demonstrations for customers.
- Reported project status updates to higher management

Trainee Business Analyst & Quality Assurance   July 2015 - July 2016 (1 Year)

Creo360 (Pvt) Ltd | Sri Lanka

- Elicited requirements from international clients to customize the system.
- Took part in black box testing, functional testing, performance testing, compatibility testing, UI testing, browser testing, alpha, beta testing and integration testing.
- Used MSSQL to provide support to clients whenever issues arose in the database.
- Provided 24/7 back-to-back support to clients in the USA, Canada, UK, Australia, etc.

Skills: Quality Assurance, Business Analysis, Customer Support, Postman, Adobe Illustration, & Adobe XD.

Education ⬀

MSc Big Data Analytics

Robert Gordon University, UK

September 2023 (Part Time)

B.Sc(Hons) Business Information System

University of Westminster, UK

First Class Honours

Professional Certification

Certified Scrum Master

Scrum Alliance

#000993633

Certified Tester Foundation Level

International Software Testing Qualifications Board (ISQTB)

Achievement

Best Employee 2021
ThinkSmart Solutions (Pvt) Ltd

Best Employee 2020
ThinkSmart Solutions (Pvt) Ltd

Reference ⬀

Reference will be provided upon request