



Thisara Dhammika Eranga

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About me

Product owner with more than eight years of experience and proven ability to design and improve System Architecture in various frameworks such as Waterfall, Scrum, Kanban, and SAFe. I Have experience working in Online/Retail banking, Retail, and Insurance domains. Can collaborate with senior leadership and software development teams to identify needs, define strategy, and guide the delivery of tools, systems, and interfaces. Have experience working on numerous projects and delivering high-quality software in all of them. In-depth knowledge of System Architecture, Web-services, Microservices, Data mapping, Test Cases, and APIs. Understanding of Service-Oriented Architecture and Microservice Based Architecture, Blockchain. Fluent in English

Professional Summary:

- In-depth understanding of Software Development Lifecycle in both **Agile and Waterfall**
- An accomplished Business Systems Analyst capable of eliciting requirements using techniques such as **Brainstorming, Brainwriting, Interviews, and Observation, Survey/Questionnaire, Focus groups, document analysis, Observations**
- **Strong analytical and writing skills**
- Experience in **conducting GAP, IMPACT, SWOT, Cause and effect analysis, Document analysis, Root-cause, Cost-benefit analysis, Risk analysis, ROI analysis, Reverse Engineering, and Interface Analysis**
- **Expertise in creating project artifacts** such as Statement of Work (SOW), Business Requirements Document (BRD), Use Case Documentation, Requirements Traceability Matrix (RTM), Business Rules Spreadsheet, Functional Requirements Document (FRD), Data Mapping Document, Systems Requirements Specification (SRS) and GUI Mockups
- Experienced in **converting Business requirements to Technical Requirements** and writing user stories
- **Knowledge of Service-Oriented architecture: web-services, APIs, microservices, docker, orchestration, and relational databases**
- Comprehensive knowledge of web services related concepts such as **XML, JSON, WSDL, HTML, AJAX, SOA, API, SOAP, and RESTfull web services**
- Experience in **Client-side validations, Server-side validations, Object-oriented and web-based applications**
- Proficient in using **MS Visio, Lucid charts, and Axure RP** for creating **UML diagrams** like Use Cases, Sequence, Class Diagrams, Entity Relationship Diagram (ER), and Activity Diagrams
- **Extensive experience in MS product suite**, especially in using MS Excel (Hlookup, Vlookup, Pivot tables, created dynamic graphs and tables) and PP for analysis and data representation, Outlook, Teams, and SharePoint
- Experienced in **data mapping** from the UI level to the column level and creating Data Mapping Document
- Good understanding of **Data Warehousing concepts - OLAP, OLTP, ETL**
- Experienced in **writing test cases** and documenting them in test case documents

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- Worked with QA teams to **perform, Unit, Integration, Functional, System, Load, Performance, Usability, Acceptance, Regression, and Beta testing**
- Good Knowledge on **DevOps-Continuous Integration and Continuous deployment/ delivery** using Jenkins
- Facilitated Scrum and SAFe ceremonies: **Sprint Planning, Daily Scrum, Sprint Review Sprint Retrospective, PI planning, Iteration Planning, Team Backlog Refinement, Iteration Review, and Iteration Retrospective**
- Knowledge of **Agile techniques** like ATDD, TDD, Continuous Testing, Pairing, Automated Testing, Planning Poker, Agile Game
- An **advocate for change, creating an environment of continuous improvement**, challenging the status quo, and developing a compelling case for change
- Comprehensive **knowledge about different banking fraud types** (Identity theft, True-name fraud, Account take-over, Money-laundering, new account fraud), KYC, automated check verification and Core-Banking
- Worked with systems including Innovis, LexisNexis, and EWS regarding customer **Identity and Access Management (IAM)** also worked as an integral part in the change from OTP to security key for internal security
- Good knowledge of **compliances** such as FINRA, FinCEN, NIST, Dodd-Frank Act, SOX, ICD 9, ICD 10, HL7

TECHNICAL CERTIFICATIONS

Full-stack Web Development Bootcamp	Automation Anywhere Business Analyst
Ui path Business Analyst	Certified Scrum Master

Skills Matrix

Methodologies/ frameworks:	Waterfall, Scrum, Kanban, SAFe, TDD, BDD
Project management tools:	JIRA, Azure DevOps, VersionOne, BitBucket, Bamboo, MS SharePoint, Confluence, RALLY, TFS, HP ALM, Microsoft Dynamic CRM
Modeling tools:	MS Visio, Balsamiq, Axure RP
Web technologies / Dev frameworks:	HTML, CSS, Git, JavaScript, Bootstrap, The DOM, REST APIs, jQuery, JSON, AJAX, Node.js, node package manager, ES6, Object-oriented programming, Express.js, MySQL, MVC paradigm, Handlebars.js view engine, Sequelize, Testing, Agile development, Progressive Web Apps, React.js, NoSQL, MERN Stack
Testing tools:	Jest, Insomnia, Selenium, Swagger, SOAP UI and Post-Man, HP ALM, Cucumber
Database technologies:	MS SQL Server 2016/2012/2008/2005, SQL express, Oracle, OLTP, OLAP, Data Marts, MongoDB, Hadoop
BI reporting tools:	Tableau Desktop, Crystal Reports, Power BI
ETL tools:	Informatica Power Center, Talend
Server OS:	Windows 10, Ubuntu, CentOS
Automation:	Ui Path, Automation Anywhere, SmartBear TestComplete

EXPERIENCE HIGHLIGHTS

Client: AgFirst Farm Credit Bank

Nov 2020 – Present

Role: Product Owner/ Sr Business Analyst

Project: Fiserv DNA Loan System Replacement

Columbia, SC

The Implementation of the Fiserv DNA software as a new loan accounting system for the bank and its associations. The purpose of this project is to convert loan accounting data from the identified current bank systems (Commercial Loan System and Real-estate Loan System) to DNA. Main areas of work included GAP analysis between existing systems and DNA, Data mapping, Balancing converted data, Data validation, Automation of data validation and balancing process, DNA extract research/mapping, and Data cleanup.

Technical Scope: SCRUM, Waterfall, Fiserv DNA IUX and Classic, Fiserv ServicePoint, SmartBear TestComplete, Azure DevOps, Oracle 19c, MS SharePoint, MS Office 365, MS Project, Clarity

Key Responsibilities as a PO/ Sr BA:

- **Refined and prioritized** the product **backlog**, reflecting the work **sizing** prepared by the team
- **Broke down the product vision into business increments:** feature strategy, creation, and groomed with focusing on MVP
- **Owned the product backlog**, drove technology build and test activities with a focus on the **definition of done**
- Defined **Acceptance criteria** for features and Product backlog items
- **Analyzed current/target state** processes and flows and provided support for architectural runway
- **Drove the sprint planning development**, worked with **Technology partners** in an **agile environment**, and confirmed the business objectives were met
- **Conducted stakeholder reviews** regarding the Data validation, Data cleanup, Automation, and DNA extract reviews, and ETL development
- **Mentored** and worked alongside **business analysts** and others on the **automation and ETL development team**
- Participated in the Scrum of Scrums/ Kanban (**SOSK**) meetings and bi-weekly **PO/TO awareness** sessions with PMO/ Product management
- **Presented the agile team's feature** plan at the quarterly **Calibration**
- Assisted the **documentation of SOW (Statement of Work), PPGC Requests** for upcoming quarters
- **Maintained the status and updates** for the agile team's Features
- **Led the Data Validation effort** by setting goals, monitored the progress, and presented the team's progress at the weekly huddles with Fiserv throughout the project
- **Defined and documented Data validation logic** for the testing team
- **Tested DNA functionality and converted data** to discover issues and **created cases** on Fiserv ServicePoint
- **Properly escalated impediments** the team faced and resolved them promptly
- **Reviewed ETL development work** and provided specs to the development team

Client: US Bank

Sept 2020 – Nov 2020

Role: RPA Business Analyst

Project: Corporate Payments Automation

Minneapolis, MN

Redesigned a fully automated corporate payment process using CPRS and CPMS systems to build, process, and manage corporate accounts with Automation Anywhere Robotic Process Automation Tool. Reduced processing time, increased productivity, met regulatory compliance standards, Good ROI, and higher data quality was delivered.

Technical Scope: SAFe, Automation Anywhere Bot Creator, Control Room, and Bot Runner, VersionOne, Windows, MS Office 365, MS Visio, CPRS, CPMS, KANBAN, SCRUM

Key Responsibilities as a BA:

- Analyzed client requirements, measured complexity, and assessed the opportunities for automation of corporate payment process
- Conducted regular requirements elicitation sessions with process owners and SMEs and defined functional and technical requirements
- Acted as the mediator between the regulatory compliance department, ensuring that the appropriate NDAs, SLAs, and SOWs are in place and maintained
- Constantly monitored development team's progress and regularly reported team's progress to project steering team
- Visualized the As-Is process and the requirements using Visio process flow diagrams
- Authored Process Definition Document (PDD) and Solution Design Document (SDD)

Client: Capital One

Jan 2018 – July 2020

Role: Product Owner/ Sr Business System Analyst

Project: Fraud Analysis System and Automation Projects

Richmond, VA

Enhanced and redesigned the legacy fraud analysis web system to increase the effectiveness and efficiency in fraud analysis by providing more information to associates regarding customers' online activities and making connections between existing customers, which made the process of recognizing identity theft, true-name fraud, account takeover, and money laundering trends easier and faster.

Implemented RPA Enterprise tools for different LOBs. Bots were able to execute tedious business processes owned by Fraud prevention, Investigations, and several other teams.

Technical Scope: SAFe, Windows, AWS Cloud (Connect), MS Office Suite/365, API, JSON, XML, REST, SOAP, Jenkins, MS Visio, UML, Tableau, Azure DevOps, Altova XML Spy, Innovis, EWS, LexisNexis, YubiKey, Automation Anywhere

Key Responsibilities as a PO/ BSA:

- Defined the functional and non-functional requirements of the system and prepared project plans and the SOWs
- Created business models and roadmaps, assessed capabilities and process gaps between the current and future state
- Served as a domain and system subject matter expert and acted as a critical contact point between the Business including contact centers and IT when eliciting requirements for Identity verification, KYC, and suspicious activity reporting (SAR)
- Analyzed multiple facets of the business, including historical market and risk trends using Tableau, created custom dashboards, and visualized the data to guide future strategic priorities for the fraud strategy team

- Analyzed client requirements and measured **complexity** and assessed the opportunities for **automation of processes** including **Government ID verification process (KYC)**, **Payments (Wire, ACH) systems (FIS global)**, **Mainframe applications**
- Acted as the **mediator** between the **regulatory compliance department**, ensuring that the appropriate **NDAs, SLAs, and SOWs** are in place and maintained
- **Managed, owned, and held accountable** for the overall **scope** of the project, requirement **elicitation**, project **documentation**, including the **product backlog**, **signoffs**, and **MOMs**
- **Organized and presented the functional specifications** such as **use case documents**, **UI mock-ups**, and **application workflows** to Business and IT stakeholders and solicit feedback on MVP
- Spoke to the stakeholders and **prioritized the user stories and the objectives for future iterations**
- **Groomed the user stories** and validated the user stories met acceptance criteria and had the appropriate, persistent acceptance tests, and it complied to **Definition of Ready (DOR)**, assured that quality standards are met, focusing primarily on fitness for use
- Attended **SOS meetings** and updated the portfolio manager regarding the status of the project
- Worked with technical teams and defined system integration requirements by applying architecture principles such as **SOAP Service, REST APIs**, and best practices
- **Enhanced** the functionality of **SOA (Service Oriented Architecture)**, which involved the **orchestration** process of the **Web Services and Web Methods**
- Implemented **Orchestration process** for sending auto-mail using **SAP Crystal reports** using Control-M job scheduler, incorporating several web services and APIs using **SOA (Service Oriented Architecture)**
- **Conducted data discovery and profiling** to understand source systems and data movement throughout various systems
- Worked with System Architect/Engineering and other stakeholders and **built, edited, and maintained the team backlog that consisted of user stories, defects, and enablers**
- Reviewed and reprioritized the backlog as part of the prep work for **Iteration Planning** and **coordinated dependencies with other POs or Teams**
- Worked closely with Process SMEs and **prepared Process Definition Document (PDD)**, **Solution Design Document (SDD)** and educated SME's how bots work in production
- Instrumental in defining **testing strategy** as per **testing framework** (BDD, cucumber, Java, and selenium), **created test plan and authoring test scenarios & test cases**
- **Maintained status update** of current build in **Git**, **tracked bugs**, and **triaged if required**. Worked closely with DevOps team to ensure environments were ready when required. **Used AWS cloud tools** for both projects for storage of application assets as well as servers
- Responsible for handling the **workflow creation, change requests, and Incident management** through **ServiceNow** by analyzing them and providing the required documentation to the change request board that is responsible for the approval of the request made
- Facilitated the process of **WSDL lookup for SOAP web services** through **UDDI**
- Acted as an **SME for Identity verification, KYC, and suspicious activity reporting (SAR)**
- Participated in **Iteration Planning**, **Daily Stand-ups**, **Iteration Reviews**, and **Retrospectives**, used **Azure DevOps** to fit our framework from agile-scrum boards to reports, plan, track and manage
- Encouraged **Pair Programming** to enhance product quality and to provide an opportunity for knowledge transfer
- **Improved AHT by 30%, ACH by 40%, overall matrices by 30% of the contact center employees**

Client: Whirlpool Corporation

Sept 2016 – Dec 2017

Role: Sr Business Analyst

Whirlpool has diverse capabilities across products and distribution channels. The company needed a centralized data storage system for sales and logistics to store data routed from multiple operational systems within the organization. WC was required to develop an enterprise-wide data warehouse that would convert the client's heterogeneous corporate data, derived from legacy systems, into an integrated, user-friendly information system beneficial for strategic decision-making.

Technical Scope: MS SQL Server 2012, SQL Server Reporting Services 2012, SQL Server Management Studio 2010, MS Excel, T-SQL, Swagger, AWS Aurora, AWS DMS, SCRUM, RUP, JIRA

Key Responsibilities:

- Identified, created, and facilitated **process design changes** by conducting **business and systems process analysis and design at a complex level**, focusing on **MDM, data quality improvement, and data management**, ensured data is reliable and valid
- Developed **process improvements or re-engineered** and recommended elimination, integrated new systems, processes with existing ones, and prepared the **functional design**
- Partnered with internal and external customers to ensure systems provided meet the long-term business strategies
- **Analyzed and traced data** for establishing lineage
- **Assisted the processes of Data conversion and Data clean-up**
- **Used SQL queries to retrieve data from the database for analysis**
- Facilitated **Joint Requirement Planning (JRP)** sessions to identify business rules and requirements
- Gathered **technical and functional requirements** from stakeholders using **Brainstorming, Observation, Interview, and Requirement Workshops**
- Analyzed requirements using **Cost-Benefit, Gap Analysis, Impact Analysis, and User Interface Analysis**
- **Conducted data discovery and profiling** to understand source systems and data movement throughout various systems
- Worked closely with the development team on **transformation logics and data validations** in the **staging area** for the several data collected from different sources of the **operational databases** of legacy applications
- **Performed Data mapping and conceptual, logical data modeling** also, prepared **ER diagrams** for the system
- Worked with the engineering managers and **identified cross-team dependencies**
- Collaborated with project teams (both on and offshore), created and **maintained project plans and schedules**
- **Written ETL rules** for ETL process
- Managed inter-team tasks, also worked 24*7 with the production and support system team during releases of the project
- Facilitated **cross-group and cross-functional communications** for issue resolution and updates
- Implemented **OLAP techniques**, performed Drill down, Rollup, Slicing, and Dicing on the data using SQL server analytical services (SSAS)
- **Monitored API** availability, speed, and functionality using **Swagger**
- Designed **Orchestration Process** and developed **Product Road Map**
- Used **AWS Data Migration Services Integrator** for Extraction, Transformation, and Loading the data.
- Facilitated **UAT Session** and created manually for UAT
- Provided real-time data to management using **OLAP data warehouse** to make better decisions

- **Reduced cost** of hosting and maintaining in house servers by 40%

Client: HCSC-Blue Cross Blue Shield

May 2015 – Aug 2016

Role: Business Analyst

Project: Enhancement to the Legacy Patient Information Portal

Chicago, IL

The scope of this project is to enhance and redesign the legacy portal for patient management to digitize patient and medical records, integrate health insurance services, incorporation of patient self-services, patient medical history, and provide business solutions for expansion and implementation of OCR.

Technical Scope: Agile/Scrum, SAFe, JIRA, Windows, MS Office Suite/ 365, XML, MS Project, MS Visio, UML, 2013, SQL Server, MS Visual Studio, Tableau, Axure, TFS

Key Responsibilities:

- **Elicitation of Functional/non-functional requirements** (with a special focus on **MDM** and **DQ**) and conducted functional requirements/user **requirement analysis** and **walkthrough sessions** with architects, developers, SMEs, and stakeholders regarding **SOW**
- Performed **GAP analysis** and identified **AS-IS** and **TO-BE** states to identify business requirements and identified the impacts, risks of the project
- Identified, researched, investigated, analyzed, defined, and documented business processes and Use Case Scenarios
- Contributed to **creating user stories** and assisted PO in prioritizing user stories using **MoSCoW**
- **Removed impediments and blockers** for the team to work as efficiently as possible through **constant communication with product owners and operations team**
- Created **process flow diagrams, sequence diagrams, and sequence** diagrams using **Axure RP**
- Researched, **designed, and prototyped the UX and UI** by doing User interviews with SMEs and Sketched mock-ups
- Worked extensively with PM tools like **MS Project**, SD tools like Stash/Git, Bamboo and **content management tools like Confluence, SharePoint**
- Participated in functional design sessions, created and executed SQL test scripts, and aided in the solution of data issues
- Used Visio Tool for **Mock screens and Wireframes**, and used them for knowledge transfer to the developers, and designed Use Case Diagrams
- Conducted **usability testing, optimized the UX**
- **Created Stub Data in XML** and provided to UI developers to progress the web page development.
- Involved in **SOAP testing and created a blueprint for web orchestration**
- Referred to **UDDI** to access external **web services in WSDL** and assisted in the **SLA agreement**
- Coordinated in **database changes** needed for the front-end development team, explained and guided them on the **database architecture** and objects for **effectively accessing the database**
- **Created test plans**
- Assisted with user testing of systems **User Acceptance Testing (UAT)**, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place
- **Used Tableau to produce insightful performance-related diagrams** to manage the development and QA teams' performance
- Worked with development and testing teams to accomplish **timely release** objectives

Client: Standard Chartered Bank

May 2012 – Jul 2014

Role: Jr Business Analyst

Project: Power Loaner (PoLo) Loan Origination System

Colombo, SL

Standard Chartered Bank is one of the largest international banks in South Asia, and, their biggest overseas branch is located in Colombo, Sri Lanka. The bank's primary specialty is providing commercial and home loans. The scope of the project was to build Power Loaner (PoLo) system to automate processes of proposing loan modifications, changing terms of loans, restructuring loans with a different interest rate, scheduled amortization, and quarterly/ annual reporting, and creating time-bound reminders.

Technical Scope: MS SharePoint 2007, MS Visio, MS Project, Rational Rose, Rational Requisite Pro, Windows 2000/XP, MS Visual Studio 2008, MS SQL Server R2, UML, Agile/ Waterfall, Oracle 10g.

Key Achievements:

- Created **Use Case Diagrams**, Class Diagrams and Interaction Diagrams using **MS Visio** and Rational Rose
 - Prepared **Process Flow Diagrams**, **Mockup screens** and conducted **Gap Analysis** to compare the current state and proposed functionalities of the desired state
 - **Designed Meeting Work Plan** and **facilitated virtual project meetings to validate requirements** with the concerned Subject Matter Experts (SMEs) and IT Team during the entire project
 - **Reviewed test results** and prepared Test Scenarios for Performance, Usability, and Regression Testing
 - **Conducted Joint Application Development (JAD)**, **RAD**, and **Interview sessions with the management and users** to gather and communicate business requirements and understand the problems and challenges
 - Developed **Business Case Document** highlighting the need for a new system and its impact on the project scope
 - **Conducted requirements gathering sessions** with the business user to collect Business Requirements, Data Requirements, Non-Functional Requirements and User Interface Requirements
 - **Managed UAT Testing**; developed and reviewed QA Test Strategies and Test Plans for appropriate test coverage
 - **Analyzed and mapped the as-Is business processes, compared them to the To-Be state to define the Gap**, and then created new Process Flow Diagrams using Unified modeling language (UML)
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EDUCATION AND TRAINING

Master of Science in Information Assurance: St. Cloud State University, St. Cloud, Minnesota, USA (2016)

Bachelor of Business Management in Marketing: University of Kelaniya, Kelaniya, Sri Lanka (2014)