

## ANU DAMBALADENIYA

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### Profile

Skilled Business Analyst with over 6 years of experience in the banking sector by supporting over 60 countries globally. Sound knowledge in IBM AS400 system and database systems and SQL data extraction process. I have developed competencies & undertaken responsibilities in the areas of stakeholder management, team management, working across geographically distributed teams, and ability to work under tight deadlines and conflicting priorities. I am highly motivated, detail oriented and capable of forming and maintaining positive and productive working relationships with a variety of stakeholders both autonomously and in a team environment.

### Key Skills

- Over six years of experience in AS400 core banking system related product support helpdesk in over 60 countries globally including Australia in HSBC (Hong Kong and Shanghai) Bank which has given me extensive knowledge of core banking systems.
- Over four years experience as Senior Business Analyst (managerial level) in HSBC bank
- Exceptional interpersonal skills that have resulted in my ability to establish, maintain and influence working relationships with colleagues, management and key stakeholders
- Sound knowledge in data extraction through SQL in AS400 database
- Fair understanding of Software Development Life Cycle [SDLC]
- Sound knowledge of core banking system related query extractions
- Attention to detail and good problem solving skills
- Ability to work both autonomously and in a team environment
- On-the-job experience that has given me a well-rounded skill set that covers all the key accountabilities of a product/system support
- Providing 24X7 user support when requested

### Education

Master of Business Administration (MBA) at Cardiff Metropolitan University United Kingdom

Certificate in Banking & Finance in Institute of Bankers of Sri Lanka

Currently following full stack web development program in University of Adelaide

## Technology Skills

Currently learning following technologies

- Scripting Languages : HTML, JavaScript and JQuery framework
- Styling Frameworks : CSS, Bootstrap and Semantic UI
- DBMS : MySQL and MongoDB Technologies
- Version Controlling Systems : GIT
- Server Side Languages : NodeJs
- Front End Development Framework : React

## Experience

### **HSBC Global Hub and Core Banking, Senior Business Analyst** – (October 2014 to May 2019)

Hands on experience in providing AS400 system related user query support to across the globe in HSBC for six years

Providing pre-implementation system support for HSBC Saudi Arabia and actively involve with project team to archive the tasks

Corresponding with HSBC Saudi Arabia onshore IT support and key business stakeholders regarding new system enhancements and project implementations in AS400 system and database

Working with Legal and Compliance team to abide by the policies thus avoiding any breaches in core system

Involve in User Interface (UI) analysis and UAT with the business team to validate accuracy.

Reviewing the user incident tickets and provide Level 1 related support through Rational Team Concert

Performing Quality checks on responds provide to users and stakeholders in RTC incident ticket management tool.

Providing the required information to the users and IT in core banking system behaviour and preparation of system guides and manuals for all Group HUB users when required

Assisting the management in managing the team of Business Analysts and ensure that all queries and other requests are completed within the given SLA's

Managing costs at HSBC group level by securing business from various other HSBC sites and providing specialised quality services to stakeholders.

### **HSBC Global Hub and Core Banking Support, Business Analyst** - (August 2012 – October 2014)

Providing system related query assistance to all AS400 Payments & Core banking system queries received from all HSBC sites and when required coordinating UAT for AS400 system amendments and new implementation.

Maintaining the service level agreements with all countries accordingly along with high level of standards

Working with business lines to understand their requirements, analyse, plan, prepare functional specifications and provide system solutions to support business requirements.

Providing guidance and recommendations and innovate/robust system solutions to the business lines to meet business needs. Working closely with functional areas to provide guidance in supporting requirements through the effective use of available system solutions.

Providing support on maintaining system control parameters by performing system administration functions

Provided user assistance in testing environment by creating UAT cycles and required user profiles.

Ensuring that all program amendments and error rectifications are promptly actioned by coordinating with relevant local and core high level support teams.

Preparing and generating Management Information Reports for business lines in the HSBC group.

### **HSBC Sri Lanka, Senior Banking Associate - (February 2005 –August 2012)**

Handling of payment related queries and balancing of all suspense accounts pertaining to merchant payments team

Corresponding with local and Regional HUB/ IT teams to resolve customer queries and complaints

Part of the project team which successfully migrated payments products such as RTGS, FCBU TT'S, FCBU Net DD's and merchant payments cashiers orders

Enhancing the bank's reputation as a reliable and efficient service provider – by ensuring that queries are handled with maximum accuracy and each customer request is processed efficiently in a manner that the customer's satisfaction is guaranteed

Complying with Central Bank and Exchange Control regulations – By ensuring that all Central Bank regulations, Business Instruction Manuals and recommendations by operational risk reviews are strictly adhered to when processing Debit cards.

Providing subject matter expertise and guidance which are related to payments and clearing products to the management, whenever required and especially during the payments migration from HSBC Sri Lanka.

**References available on request**