

# Gayanjith Loku Pathirage

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## Professional Summary

**Product Owner and Senior Business Analyst with 10 years' experience** in leadership roles in healthcare technology, product discovery, service design, and agile delivery. Demonstrated skills of requirement management, design, and innovative methodologies (e.g., Design Sprints, Lean UX). Winner of OpenIDEO innovation challenge and mentor at global tech communities.

As a Senior Business Analyst, and the Team Lead of the Service Ownership team, I am currently working directly with 4 development teams in multiple countries while driving cross product/department initiatives in the company to introduce Cambio's new Health Tech Platform to the market, and to improve existing products and services to enable Cambio's ecosystem business.

## Key Proficiencies

- **Ability to learn and adapt** – Obtained diverse experience and skills throughout my career from the position of Associate Business Analyst to Senior Business Analyst and Product Owner.
- **Product Ownership** – Held the responsibility for all aspects of the largest module (medication domain) of the flagship product of Cambio which is the main electronic health record system in 17 regions out of 21 in Sweden, used by **170,000+ users** to manage health records of over **8 million people**. **Improved customer satisfaction** by 30% over a year and **reduced technical debt** by prioritising the product backlog and defining the roadmap scientifically adhering to complex legal requirements.
- **Requirement analysis and design** – Trained according to the Business Analysis Body of Knowledge and latest product design methodologies to design products and services that people love. Experienced in managing requirements in regulated domains such as healthcare. Worked as the only Business Analyst in many vital projects in Cambio and delivered the end products and services to customers successfully.
- **Stakeholder management and communication** – Experienced in working with a diverse set of stakeholders including customers, department heads, development teams in large organisations, product partners where clear communication is vital to set correct expectations and achieve transparency.
- **Coaching and mentoring** – An active coach and a mentor in product management and design mentorship platforms such as Adplist.org and OpenIDEO while coaching and mentoring Business Analysts at work.
- **Workshop facilitation** – Introduced Design Sprints to Cambio and facilitated many in-person and remote design and product discovery workshops within the organisation that were effective to create alignment and design better products and services.

## Work Experience

### Cambio Healthcare Systems, Sweden (January 2020 – Present)

#### Senior Business Analyst (Mar 2022 – Present)

- **Team Lead** of the Service and Solution Ownership team, which is accountable for the service design and architecture of our latest service, and the coordination across 4 development teams (30+ team members) and multiple departments.
- Responsible for **product discovery, requirement management (under MDR regulations) and design processes** to design and deliver Cambio's OpenEHR based health data platform service.
- Led the transformation of the Cambio Open API ecosystem business from the current state to the wanted state by doing an end-to-end service design, collaborating with all departments in the organisation and customers.

- Led the requirement elicitation and design of integrations between Cambio products and external systems utilizing health data exchange standards (HL7 FHIR).

### Product Owner (Jan 2020 – Mar 2022)

- Responsible for all aspects of the largest module (medication domain) of the flagship product which is the main electronic health record system in 17 regions out of 21 in Sweden, used by **170,000+ users** to manage health records of over **8 million people**.
- **Improved customer satisfaction** by 30% over a year and **reduced technical debt** by prioritising the product backlog and defining the roadmap methodically.
- Led the reorganization of 4 development teams to better suit our product based on domain boundaries.

### Cambio Software Engineering, Sri Lanka (January 2016 – December 2019)

Lead Business Analyst (Dec 2018 – Dec 2019)

Senior Business Analyst (Dec 2016 – Dec 2018)

Associate Business Analyst (Jan 2016 – Dec 2016)

- Established a dual-track agile way of working where **Lean UX** methodologies are practised in the product discovery track, which made research a regular, continuous activity.
- **Coached and mentored** business analysts as the Lead Business Analyst for an organisational unit.
- Acted as the Product Owner for a project to transform the product's architecture to microservices.
- Supported multiple teams in the organisation as a design process and **design sprint facilitator**, enabling the teams to organise themselves to design collaboratively.
- Designed a solution to make clinical data machine-readable with the use of SNOMED CT (a clinical terminology).
- Performed requirement elicitation, analysis, and design in multiple projects.
- Introduced and facilitated Google Ventures-style **Design Sprints**.

### Volunteer experience and other projects

- Designed and launched a startup company called Fikazo, a social network for social integration in Sweden.
- Mentor at [ADPlist](#), a mentoring and coaching platform for the software and design industry.
- Community coach and mentor at [OpenIDEO](#).

### Education

- Bachelor of Science in Information Technology (Hons) - University of Moratuwa, Sri Lanka (October 2011 – December 2015).
- Completed certificate level of Business Administration and Management at The Chartered Institute of Management Accountants, UK (2011-2012).

### Certificates and awards

- [Google UX Design Courses](#)
- [Scrum Product Owner Course](#)
- Design Sprint Bootcamp by Jake Knapp – Certificate of Completion
- [SNOMED CT Implementation Course Completion](#)
- Winner – OpenIDEO New Life Challenge
- [Product Design: The Delft Design Approach Course Completion, Delft University of Technology - Faculty of Industrial Design Engineering \(2017\).](#)