

LOSHANI JAYAWARDHANE

BUSINESS ANALYST



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Detail-oriented Business Analyst with a strong foundation in software engineering and quality assurance, experienced in analyzing business requirements, supporting data-driven decision-making, and collaborating with cross-functional stakeholders. Skilled in requirement gathering, documentation, process analysis, and translating business needs into clear functional specifications. A proactive team player eager to learn, innovate, and contribute to successful project outcomes through strategic analysis.

WORK EXPERIENCE *(Simsyn (Pvt) Ltd | Aug 2023 – Sep 2024)*

Quality Assurance Engineering Intern /Business Analysis Support

- Collaborated with end users and stakeholders to gather, analyze, and document business and system requirements, ensuring solutions aligned with organizational objectives.
- Supported system optimization initiatives by identifying process inefficiencies and recommending improvements to enhance system performance and user experience.
- Conducted detailed analysis across development, support, and maintenance phases to ensure software solutions met both operational and strategic business needs.
- Assisted in the implementation of system updates and database maintenance activities, ensuring data integrity, accuracy, and system reliability.
- Provided ongoing system support by troubleshooting issues, coordinating fixes, and facilitating smooth rollouts of enhancements to meet evolving business requirements.

Technical Skills

- Requirement gathering, analysis, and documentation
- Validation of functional and non-functional requirements
- Requirement traceability and clarification with stakeholders
- Business process analysis and identification of improvement opportunities
- Data validation and integrity checks using SQL
- Analysis of system integrations and APIs using Postman
- Use of Jira and Azure DevOps for requirement tracking and workflow management
- Preparation of clear documentation using mind maps, checklists, and reports
- Participation in Agile/Scrum ceremonies and requirement reviews
- Collaboration with developers, QA, and product owners
- User experience and usability awareness
- Strong analytical, problem-solving, and logical reasoning skills
- Ability to translate technical details into business-friendly insights
- Interest in emerging technologies and data-driven decision-making

Tools and Technologies

- Office Tools: Microsoft Excel, Word, PowerPoint
- Project Management: Easy Redmine, Trello, ClickUp
- SQL & Databases: MS SQL Server, MySQL, MongoDB (data validation & integrity testing)
- UML & Diagramming: draw.io
- Test Management & Bug Tracking: TestRail, JIRA, Azure DevOps, Xmind
- Testing & Automation Basics: Postman (API testing), Cypress (learning), Selenium WebDriver (learning)
- Programming & Scripting: Basic knowledge of Java, Python, JavaScript, PHP
- Web Technologies: HTML, CSS, SQL
- Tools & IDEs: Visual Studio Code, IntelliJ IDEA (basic), Git & GitHub
- Other Concepts: CI/CD basics, responsive testing

PROJECTS

FinalYearResearchProject – Ongoing

- Intelligent Tourism Recommender System and Chatbot using ML & NLP, Personalized destination suggestions for Sri Lanka based on user preferences.

Tech: Python, ML, NLP, KNN, Google Colab

Modern Travel Assistant Web App

- Responsive, multilingual app for browsing curated travel packages.

Sentiment Analysis System (Group Project)

- NLP-based sentiment analysis using GPT-3 with auto-generated star ratings and CI/CD automation.

Tech: Python, JavaScript, PHP, GitHub

EDUCATION

(BEng (Hons) Software Engineering University of Westminster, UK (via Informatics Institute of Technology | 2021 – 2025)

- Modules: Software Development, OOP, Database Systems, Machine Learning, Cyber Security, Formal Methods, Concurrent Programming

Advanced Level – Physical Science Stream - **Maliyadeva Girls' College, Kurunegala - 2019**

Ordinary Level – **Maliyadeva Girls' College, Kurunegala - 2016**

REFERENCES

Sachitha Dharmapala

Software Developer, Crossware (NZ) |

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EXTRA CURRICULAR ACTIVITIES

- 🏓 University Table Tennis Team Captain (2024)
- 🏓 National & School Level Table Tennis Player (2008–2019)
- 🏏 School Cricket Team Member (2015–2019)
- 🏆 Provincial/School Champions in Table Tennis & Cricket