



PROFILE SUMMARY

IT professional with hands-on experience delivering business analysis, process automation, and reporting solutions across Australian and global environments. Known for converting ambiguous requirements into structured workflows, documented processes, and scalable systems. Experienced in working with stakeholders and Agile teams to improve operational efficiency through analysis, automation, validation, and data-backed decision support.

AREAS OF EXPERTISE

- Stakeholder Engagement & Workshops
- Business Analysis & Requirements Engineering
- Business Process Analysis & Optimisation
- Power BI Reporting & Dashboards
- Agile & Scrum Delivery (User Stories, UAT)
- Data Analysis & Decision Support

CORE COMPETENCIES

Process Modelling (BPMN, UML) | KPI Definition & Performance Metrics | Requirements Documentation (BRD, FRD, RTM) | Digital & Low-Code Automation | SQL & Data Querying | Testing & Quality Assurance | System & Workflow Optimisation | Data Visualisation & Storytelling | Cross-Functional Collaboration | Agile Delivery & Iterative Release Support

KEY PROJECTS & CAREER HIGHLIGHTS

Business Process Automation & Low-Code Transformation (Student Partnerships) | Australia

- Process Analysis & Design:** Analysed undocumented workflows, elicited requirements, and designed scalable to-be processes across operations and marketing functions.
- Workflow Automation:** Implemented low-code automation replacing manual allocation, ratings, and content scheduling, reducing administrative effort by approximately 75%.

Enterprise System Digitisation & Requirements Delivery (Capstone Proposal Management System - Swinburne University) | Australia

- Requirements Engineering:** Led end-to-end requirements elicitation, documentation, and validation for a web-based proposal management system.
- UAT & Delivery Support:** Developed test cases and coordinated UAT, enabling accurate status tracking and faster project allocation decisions.

Data Analytics & BI-Driven Operational Optimisation

- KPI Definition & Reporting:** Defined operational KPIs and built Power BI dashboards across hotel management, student administration, sales performance, and healthcare operations.
- Decision Enablement:** Improved visibility into occupancy, workforce utilisation, and performance metrics, accelerating data-driven decisions by 25%.

Enterprise QA, Integration & Release Assurance

- Quality Validation & Testing:** Executed large-scale functional, regression, API, and UAT testing across telecom, healthcare, and insurance platforms.

PROFESSIONAL EXPERIENCE IN AUSTRALIA

Career Break - Australia

2024 - 2025

- Skills Development:** Undertook focused professional development through industry certifications and structured learning.
- Capability Building:** Strengthened skills in business analysis, Power BI, Agile delivery, and low-code platforms.
- Market Readiness:** Maintained technical currency and professional readiness for immediate re-entry into the workforce.

- Tutor | Business Analysis Subjects - Australia2022 - 2024
- **Academic Instruction:** Delivered tutorials in business analysis fundamentals, requirements analysis, and process modelling.
 - **Student Mentoring:** Supported students in applying BA techniques to case studies and real-world scenarios.
 - **Knowledge Translation:** Simplified complex BA concepts into practical, structured learning outcomes.
 - **Assessment Support:** Assisted with evaluation of assignments focused on documentation, modelling, and analytical thinking.

- Business Analyst Intern | Student Partnerships - AustraliaMar 2021 - Aug 2021
- **Requirements Elicitation:** Conducted interviews, workshops, and observations to capture business and reporting requirements.
 - **Agile Delivery:** Authored 20+ user stories and acceptance criteria, supporting backlog refinement and sprint planning.
 - **Process Modelling:** Documented undocumented workflows using BPMN to identify gaps and automation opportunities.
 - **Solution Design:** Designed relational Airtable databases supporting student allocation, ratings, projects, and testimonials.
 - **Automation Enablement:** Implemented low-code automation for allocation, reporting, and social media scheduling.
 - **Impact Realisation:** Reduced manual processes by ~75% and delivered a scalable solution ahead of schedule.

PROFESSIONAL EXPERIENCE IN SRI LANKA

- Business Analyst | Tharanga Constructions - Sri LankaMar 2024 - Mar 2025
- **Stakeholder Collaboration:** Partnered with executives, product owners, and delivery teams to elicit, analyse, and validate business and system requirements.
 - **Process Analysis:** Analysed 10+ HR, hotel, and operations workflows, identifying inefficiencies, risks, and optimisation opportunities.
 - **Documentation:** Developed As-Is and To-Be process models and UML artefacts to support workflow redesign and development.
 - **Requirements Translation:** Converted non-technical business needs into functional and technical specifications for delivery teams.
 - **BI & Reporting:** Designed and deployed Power BI dashboards tracking occupancy, attendance, satisfaction, and workforce utilisation.
 - **Outcome Delivery:** Improved overall efficiency by 70%, reduced rework by 75%, and increased decision-making speed by 25%.

- Quality Assurance Engineer | Virtusa (MDS Global, Aviva, Seniorlink) - Sri LankaFeb 2017 - Dec 2018
- **Critical Release Support:** Contributed to high-priority “code-red” releases across global client platforms, supporting urgent defect resolution and production stability.
 - **Requirements Validation:** Collaborated with product owners and clients to clarify requirements and define acceptance criteria.
 - **Test Design & Execution:** Designed and executed functional, regression, UI, API, and UAT test cases across enterprise platforms.
 - **Integration Testing:** Performed API and integration testing using SoapUI to validate data integrity and system performance.
 - **Quality Outcomes:** Executed 3,000+ test cases, improved defect detection efficiency by 8%, and reduced production defects by 40%.

EDUCATION

Master of Information Technology (Professional Computing) GPA: 3.5 / 4.0 | Swinburne University of Technology - VIC | 2021

Bachelor of Information Technology (Honors) GPA: 3.5 / 4.0 | SLIIT - Sri Lanka | 2017

CERTIFICATIONS

Microsoft Power Apps Mastery | 2025

Power BI Beginner to Pro | 2024

Entry Certification in Business Analysis (ECBA) | 2024

Advanced Certified Scrum Product Owner (ACSPO) | 2024

Certified Scrum Product Owner (CSPO) | 2022

Certified Scrum Master (CSM) | 2022

TECHNICAL SKILLS

Business Analysis & Modelling: Jira | Confluence | Visual Paradigm | Trello | Microsoft Visio | Bizagi | Miro | Balsamiq | Lucidchart

Data & Business Intelligence: Microsoft Power BI (DAX, Power Query, Data Modelling) | Microsoft Excel (Advanced)

Agile & Delivery: Scrum | Agile | Backlog Refinement | Sprint Planning | User Stories | UAT Coordination

Databases, Testing & Integration: SQL Server (SSMS) | MySQL | Airtable | SoapUI | Postman | TestRail