

Rachie Herath

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Highly skilled Business Analyst with over 10 years of experience spanning diverse industries including banking, finance, and technology. Adept at working collaboratively with stakeholders, product managers, and development teams to deliver innovative and efficient business solutions. Proven track record of leading complex projects from requirements gathering to implementation and support, particularly in financial systems and asset management solutions.

Experienced in Agile (Scrum) methodologies, with expertise in tools like Balsamiq, Microsoft Visio, Jira, and Postman. Extensive knowledge of process modeling, documentation, and data analysis, with a strong focus on process optimisation and improving client experiences.

Core Competencies and Skills

- **Requirements Gathering & Analysis:** Eliciting, documenting, and validating business requirements by understanding stakeholder needs, translating them into clear, actionable deliverables, and managing them with tools like **Jira** and **Confluence**.
- **Business Process Modeling:** Mapping both current and future state processes using techniques such as BPMN, flowcharts, and UML diagrams, supported by **Microsoft Visio**, while wireframing proposed designs with **Balsamiq**.
- **Stakeholder Management:** Identifying and engaging stakeholders, managing expectations, and facilitating communication through platforms like **Microsoft Teams** and **Miro**.
- **Data Analysis & Interpretation:** Analyzing and interpreting data to drive decision-making using tools such as **Excel** and **Microsoft SQL**.
- **Solution Assessment & Validation:** Leveraging a strong understanding of the **UAT** process to evaluate potential solutions and ensure they meet requirements through rigorous user acceptance testing.
- **Problem Solving & Critical Thinking:** Identifying business challenges and proposing practical, innovative solutions to address them.
- **Project Management Fundamentals:** Understanding project lifecycles and methodologies (Agile – Scrum, Kanban, Waterfall) while collaborating with project managers and teams using tools like **Asana** and **Microsoft Project**.

Professional Experience

Business Analyst – FIS Global | Christchurch, New Zealand | 2022 March – 2025 August

Responsibilities

- Collaborate with clients, product managers, and software engineers to design, enhance, and implement business architecture for FIS Asset Finance solutions, aligning with client needs and market opportunities.
- Document functional product solutions for key FIS product strategy initiatives, using defined component models and product roadmaps.
- Maintain a catalog of reusable functional components to enable cross-application and product line integration within FIS Asset Finance.
- Review functional and business process designs to identify gaps and missing requirements within FIS Asset Finance solutions.
- Identify and implement process improvements to drive efficiency and enhance the client experience through new features and functionalities in FIS Asset Finance.

Key Achievements

- Contributed to the successful implementation of FIS Asset Finance for JPMorgan Chase USA and Iveco Italy, ensuring timely delivery and client satisfaction.
- Provided ongoing support for FIS Asset Finance customer service at Paccar USA, ensuring smooth operational processes and high-quality service delivery.

Technologies and Tools - Agile (Scrum), Balsamiq, Microsoft Visio, Jira, Confluence, Miro, Microsoft Excel, Microsoft SQL, Swagger, Postman, TeamSupport

Business Analyst - SBS Bank | Invercargill, New Zealand | 2021 May – 2022 March

Responsibilities

- Collaborate with business stakeholders and end-users to elicit and document business requirements for the Variation Disclosure project.
- Analyse and model existing variation disclosure processes to understand and document current business procedures, identifying areas for improvement.
- Facilitate knowledge transfer to IT developers and program managers, ensuring a clear understanding of the business implications.

- Own the Requirements Document, working closely with the Analyst Programmer to ensure that business stakeholders receive a concise and accurate representation of their variation disclosure needs.
- Support Program Managers by advising and assisting in defining business problems, gathering information, conducting analysis, and consulting to understand the source, impact, and resolution of issues.

Key Achievements – Successfully implemented the Variation Disclosure project for SBS Bank, meeting all business objective.

Technologies and Tools - Kanban, Balsamiq, Microsoft Visio, Microsoft Excel

Business Analyst - Sampath IT Solutions | Colombo, Sri Lanka | 2015 Mar – 2020 Jan

Responsibilities

- Collaborate with users to gather and document business requirements for multiple projects at Sampath Bank.
- Utilize data and process modelling techniques to create clear system specifications for the design and development of Banking solutions.
- Develop, adapt, and implement test plans to ensure the system meets acceptable quality standards and maintains data integrity.

Key Achievements

- Led the successful implementation of the Gold Loan Solution (Sampath Randiriya) at Sampath Bank, enhancing gold loan management processes.
- Executed the Online Account Opening Solution at Sampath Bank, achieving seamless integration and improved customer onboarding.
- Proposed and designed the HR Department restructuring process at Sampath Bank, optimizing internal workflows.

Technologies and Tools – Waterfall, Pencil Project, Lucid chart, Asana, Microsoft Project

Research Assistant - University of the West | Los Angeles, USA | 2013 Jan – 2014 Dec

Responsibilities

- Contribute to all phases of data collection and analysis, ensuring thorough and actionable insights.
- Work with diverse data sets and apply various analytical techniques to generate comprehensive reports.
- Assist in creating detailed reports that highlight the educational experiences of students in undergraduate and graduate programs.

Technologies and Tools – SurveyMonkey, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Descriptive Statistics

Programmer – InEight | Colombo, Sri Lanka | 2009 Feb – 2012 April

Responsibilities

- Write and maintain program code to ensure alignment with system requirements, design specifications, and technical standards.
- Test, debug, diagnose, and resolve errors or issues within application code to ensure optimal performance.
- Create, update, and maintain technical documentation, user guides, and operational procedures to support system functionality and user adoption.

Technologies and Tools – Waterfall, .NET Framework, Visual Studio, ASP.NET, NUnit

Education

- **Master of Information Technology - Southern Institute of Technology** - Invercargill, New Zealand
- **Master of Business Administration - University of the West** - Los Angeles, USA
- **Bachelor of Science (Statistics and Mathematics) - University of Peradeniya** - Peradeniya, Sri Lanka

Membership and Certifications

- **International Institute of Business Analysis**
- **Gen AI for Business Analysts – Coursera**

Technical Skills

- **Business Analysis & Modeling Tools** - Microsoft Visio, Lucid chart, Draw.io, Balsamiq, Figma
- **Requirement Gathering & Modeling Techniques** - UML, BPMN, User Stories / Use Cases / Acceptance Criteria, Gap Analysis / SWOT
- **Documentation & Reporting Tools** - Microsoft Office Suite (Word, PowerPoint, Excel), SharePoint
- **Testing & Quality Tools and techniques** - Postman, Zephyr, UAT, functional, regression testing
- **Data Analysis & Visualization Tools** - SQL, Excel, Python (Basic), Power BI
- **Project Management & Collaboration Tools** - Jira, Confluence, Asana, MS Project

References - Available on request