

Experience

Singapore

August-2019 - Present

● Business Analyst / Product Owner

C. Steinweg Online 1847 Pte Ltd

Product: Online platform digitalizes all customer interactions with the warehouse in the commodity warehousing space.

Responsibilities

- Customer journey creation (process model creation and pain points identification) for the process of storage of commodities by collaborating with stakeholders in Singapore and Rotterdam.
- Analyze requirements and documentation through, acceptance criteria, screen specs, visual models, and wireframes.
- Collaborate with UI/UX design team and development team to come up with comprehensive solutions and allocate resources to each story.
- Split requirements into manageable user stories and prioritize the backlog based on what's more important for a minimum viable product.
- Conduct pre-development and post-development walkthroughs every sprint so that team is clear on the scope of what is being built.
- Identify issues, gaps, and possible early in the process to scope out solutions and highlight to C suite members where necessary.
- Facilitation of Scrum ceremonies (product backlog grooming, sprint planning, and estimation, daily standups, and retrospectives).
- Conduct pre-sales training for the sales team and product demos to external stakeholders.

Achievements

- Delivery of successful end to end feature for delivery of commodities which saved time for both customer and warehouse by 40%
- Introduced improvements to password-based login flow which reduced login failure rate by 70%
- Identification and rollout of a feedback tool for the collection of user feedback which saves 40% analysis time for customer support with session recordings

Colombo, Sri Lanka

January-2016 - July-2019

● Business Systems Analyst- Research and Development

IFS World Operations AB

Product: ERP system (converted from legacy to browser-based) providing comprehensive Supply Chain solutions from Purchase order management, inventory management to Sales Order management.

Responsibilities

- Provide onsite assistance in Linkoping Sweden as a functional expert to external testers to familiarise themselves with features built.
- Functional specification and model test data creation for automation project using IFS data recorder.
- Provided last line support to 150 plus complex customer issues and reported and tested 80 plus bugs in existing functional flows.
- Conducted Daily standup and escalation of issues to product architect.

Achievements

- Successful delivery of cross-discipline feature involving human resource and supply chain functionality that had the adoption rate of 80% among early adopter customers.

Tools

Agile Methodologies (SAFe, Scrum, Kanban)

SQL

Web Analytics (Google Analytics)

Customer Feedback tools (Hotjar/ usabilla)

JIRA / Confluence

TYK API testing

Microsoft Excel

Outsystems

Technical background (HTML, CSS and Javascript)

UX tools (Balsamiq and Figma)

Gen2 Warehouse Management System

IFS Application 9, 10 and Aurena

Education

Colombo
- 2019



Master of Science

University of Bedfordshire

Area of study: Purchasing Logistics and Supply Chain Management.

Colombo
- 2015



Bachelor of Science

University of Kelaniya

- **Area of Study:** Management and Information Technology.
- Graduated with First Class Honours with a GPA of **3.91**

Colombo
- 2019



CIMA (Chartered Institute of Management Accountants)

Completed Operations level.

Honors & Awards

- **MAS Most Outstanding student of the year-** Was placed First Runner-up from inter-university evaluations
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Links

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