**RUWAN**

**Tech. Project Manager | Business Analyst | Product Owner**

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**EXECUTIVE SUMMARY:**Experienced Tech. Business Analyst(SME) & product owner with over **17 years of expertise in** various domains Healthcare, Insurance, Finance, Hospitality, Azure cloud, E-Commerce, Research, Mobile(Android/iOS), IPTV, CRM (Dynamics 365, VTiger), IT and iOT. Over **10 years** of experience in software engineering and fallowed the Agile and SDLC practices and managing multi programs for Developing program strategy, Resource management, Cost management, Tracking Analysis, implementation, production deployment/upgrade, Azure data migration/integration, user acceptance testing and monitoring operations.

* Results-driven **Business Analyst** with expertise in **eliciting and documenting business requirements**, conducting **Gap Analysis**, and facilitating **Joint Application Design (JAD) sessions**. Proficient in **solution and product research**, **data mapping**, and **UML modelling** to define clear **acceptance criteria** and ensure seamless implementation.
* Strong experience in **Agile methodologies**, including **sprint planning, time estimation, and Scrum Mastering**, with the ability to **translate business needs into technical requirements** and provide effective **technical solutions**. Skilled in **collaborating with solution architects and development teams**, ensuring smooth project execution and high-quality deliverables.
* Experienced in leading **User Acceptance Testing (UAT)** to validate system functionality and align solutions with business goals. Adept at **managing product backlogs**, working closely with **Product Owners**, and crafting **detailed user stories** to deliver impactful **healthcare solutions**. Recognized for **strong communication, stakeholder management, and team leadership** in fast-paced, cross-functional environments.

**PROFESSIONAL EXPERTISE:**

* Skilled in Agile methodologies, with a focus on continuous improvement and stakeholder collaboration, driving successful product development and implementation.
* Analyse and model current-state (As-Is) and future-state (To-Be) processes and Identified gaps and opportunities for process improvement, recommending solutions to streamline operations.
* Analyze large datasets to uncover patterns, trends, and insights that support business decision-making. Utilize SQL, MySQL, PostgreSQL, MongoDB, Python, and BI tools such as Power BI, Tableau, and QlikView for data interpretation.
* Excellent knowledge on Medicaid programs, fee schedules, reimbursement methodologies, and state-specific regulations. Knowledge of pertinent healthcare applications (Regional Center Billing Systems, Advanced MD etc), tables, dependencies, workflows, and outlays.
* Champion a deep understanding of user needs—merchants, operators, and consumers—through ongoing research, feedback sessions, and user testing, data analytics, usability testing, and UAT insights to make evidence-based product decisions and improvements and monitor app performance, customer satisfaction metrics, and adjust strategies to enhance user engagement and retention.
* Extensive experience collaborating with **test teams, development teams, ops team and project reviews** to ensure smooth project execution within an **Agile/Scrum** framework.
* Skilled in **analyzing and documenting requirements**, ensuring clarity and completeness by **coordinating acceptance criteria and test cases** to validate functionality and business objectives.
* Adept at **understanding client expectations**, proactively identifying potential **issues that may impact delivery**, and **effectively communicating** to assess needs, propose **alternative solutions**, and ensure successful project outcomes.
* Proficient in **identifying, tracking, reporting, and resolving/escalating issues** in a **timely manner**, ensuring minimal impact on project timelines and business objectives.
* Engaged with key stakeholders to write user story grooming and manage expectations and acted as a liaison between business units and technical teams, ensuring clear communication of requirements.
* Excellent working knowledge of key business process, served as the conduit between the customer community (internal and external customers) and the product development team. Expertise in **Effort Estimation, Project Planning, Reporting**, **Business Intelligence** and **Defect Management.**
* Experienced in **documenting current and future state processes** using **flowcharts, process models, and traceability matrices** to ensure seamless workflow optimization and requirement alignment.
* Experience in working with project management frameworks like **MS Suites, Windchill, Kanban, Contour,** defect Tracking Tools **Jira, Trac**, **Bugbin** & **Test Link**. Experience in **SailPoint IdentityIQ** for IAM and **GITPrime** for Sprint/SDLC retro analysis
* Proficient in creating **Project Charter**, **Project Plan**, **CR tracker, Project status report**, **Business Requirement Documents (BRD), Test Plans**, designing **Test Scenarios** and formulating **Testing Strategies, User Acceptance Report and User manual.**
* Proven record of managing program life cycle from system design through integration, test planning, and
verification via requirements-based execution, quantitative risk management, and formal change
management techniques. Migration and Configuration of M**S Teams/Skype for Business, Exchange, SCCM, AZURE, AD.**
* Successfully managed and executed multiple programs in varied domains - Manufacturing, Logistics,
E-Commerce, and technologies such as **Microsoft Azure, SAP BI/SCM/MS Dynamics 365, Data Lake, Big Data& Infrastructure** - implementation, migration and support projects.

**TECHNICAL SKILLS:**

* Experienced in full-stack **software development and technical project management** with a strong grasp of Agile, Scrum, and SDLC methodologies. Proficient in front-end and back-end development using **Java (Spring Boot), .NET, PHP, Python**, and **JavaScript frameworks** like **ReactJS and Angular**.
* Skilled in **UI/UX design with tools such** as **Figma**, **Adobe XD**, **Bootstrap**, and **Material-UI**. Hands-on experience with **RESTful APIs**, **JSON**, **SOAP**, and microservices architecture. Adept in **DevOps and CI/CD practices**, with version control via **Git, Bitbucket, SVN**, and deployment pipelines using **Azure DevOps**.
* Strong **database skills** across **MySQL, PostgreSQL, MSSQL, Oracle, MongoDB**, and **SQLite**. Familiar with **CMS platforms** like **WordPress and Drupal**, and experienced in working with **cloud services** including **AWS** and **Azure**.
* Expertise in collaboration and **project tracking tools** such as **JIRA, Confluence, Crucible, Fisheye**, Dynamics 365 (CRM), and **New Relic**. Also knowledgeable in **UML**, **TDD**, **BDD**, and modern development patterns such as **OOP, MVC**, and **Design Patterns**.
* Cloud Engineering skills, Azure Virtual Machines (VMs), Azure App Services, Azure Functions, Azure Storage, Azure SQL Database, Azure DevOps Pipelines, Azure Repos, GitHub Actions for deployment automation

**Project Management methodology:** Hybrid Agile, Scrum, Kanban, Waterfall, SDLC

**Education & Certifications**

* Bachelors Information Technology | Middlesex University UK
* Edexcel BTEC HND in IT | International College of Business and Technology

**Professional Experience:**

 **Client: Ozone insurance services, Dallas, TX June 2021 – Present
Role: Tech. Project Manager/Product Owner/Sr. Business Analyst**Work **patient management and integration with insurance management portal**, validating **insurance policy management**, and collaborating with **cross-functional teams** to drive strategic initiatives. Ensured successful delivery of projects, aligning them with organizational goals and improving operational efficiency **Responsibilities:**

* **Collaborated with a development team of 6–8 members on the Medicare project for Ozone Insurance project, while leading interviews and workshops with non-technical professionals across diverse domains—including pharmacists, registered nurses, physicians, and teams from administration, finance, operations, engineering, IT, sales, marketing, and customer service**
* **Lead the end-to-end execution of the E-health, EHR, Doctor Channeling and status automation, and backend, front-end(UI), business logic, storage, security, accessibility and optimization product roadmap in alignment with business objectives and market trends and define, prioritize, and drive product features and user experiences that deliver measurable value to users and stakeholders.**
* **Drive continuous innovation by identifying new mobile trends, technologies, and feature opportunities to enhance app capabilities and Develop and implement strategies to track app engagement, retention, and impact on core business metrics.**
* **Partner with cross-functional teams including sales, marketing, backend development, API integration and micro services, business operations, UI/UX, analytics, legal, and engineering to ensure timely and successful app releases.**
* Champion a deep understanding of user needs—merchants, operators, and consumers—through ongoing research, feedback sessions, and user testing and Use data analytics, usability testing, and UAT insights to make evidence-based product decisions and improvements.
* **Gathering and analyzing requirements to develop and maintain Functional and Non-Functional Requirements, ensuring clarity and alignment with organizational objectives. Continuing development tasks, managing deliverables, and maintaining stakeholder relationships throughout the project.**
* **Guide and coordinate mobile app design and development teams (iOS and Android) to deliver seamless and innovative app experiences with the foster a collaborative environment across departments, advocating for mobile user needs and balancing business goals.**
* **Utilize tools like Power BI, SQL, Firebase, or analytics dashboards to extract insights and monitor product KPIs.**
* **Collaborated effectively with the in-house technical team, leveraging extensive experience with the Java technology stack, including Node.js, Java (Spring Boot), Python, SQL Server, REST/SOAP/XML api integrations and PostgreSQL. Additionally, worked with front-end technologies such as React.js, Bootstrap, Material-UI, HTML5, CSS3, and JavaScript.**
* **Work with project test leads to develop process flows, traceability matrices, work estimates, test plans, and test result documentation, ensuring thorough validation and alignment with project requirements.**
* **Extensive experience in JIRA to manage Agile projects efficiently, ensuring smooth collaboration between development, QA, and business teams by defining Epics, well-detailed User Stories with clear acceptance criteria, change request (CR) management and backlog management.**
* **Participate in Sprint Planning, breaking down Epics into smaller tasks and assigning user story points, monitor the sprint progress, fallow-up the assigning story points, managing CR (government-mandated reporting requirements), and tracked Bugs reported during testing (UAT, functional, regression) phases.**
* **Create JIRA dashboards and reports to track compliance audits, system downtimes, and patient engagement analytics and JIRA workflows for hospital administration, insurance processing, and pharmacy systems.**
* **Collaborated effectively with internal technical stakeholders and working closely with solution architects, development teams, UI/UX specialists, testing teams, and operations teams to drive project success.**
* **Worked closely with solution architects and developers to design and integrate the Ozone claim management, appointment scheduling, and E-Healthcare systems using REST API and SOAP web services.**
* **Worked with QA teams during UAT (User Acceptance Testing) to validate fixes before production deployment.**
* **Responsible for analysing complex data sets and translating business requirements into technical specifications. Writing comprehensive documentation and diagrams (Flow diagrams, Activity and ER Diagrams) encompassing business processes, use** cases, and data mapping.
* **Focused on leveraging Azure cloud migration, CI/CD pipelines, Azure DevOps and ensuring streamlined workflows, efficient deployment processes, and robust system scalability.**
* **Collaborate across multiple business units, technology teams, and third-party SaaS providers** to gather, develop, and define requirements while **coordinating acceptance criteria** to ensure successful project delivery.
* Leveraged Power BI to visualize and analyse healthcare data, focusing on patient profiling, doctor profiling, and drug prescription trends.
* Worked on healthcare enterprise systems to understand, coordinate and communicate from both business and technical perspective. Also lead Project management, coordination, leading and supporting multiple interdepartmental projects and initiatives.
* Validated deliverables through **User Acceptance Testing (UAT)**, ensuring they meet business needs.
* Identified project risks and collaborated with teams to develop mitigation strategies such as evaluating the non-functional requirements and its scalability, dependability and security by using precautional actions.
* Created comprehensive Use Case documents following the **Software Development Life Cycle (SDLC)** to capture functional requirements and user interactions for electronic health records (EHR) and insurance claim processing systems.
* Owning responsibilities for QA automation projects development in **Python** for REST API Microservices to perform CRUD operations and **Selenium** for UI automation and on the integration with **Postgres DB** & **Minio S3 bucket**
* Managing program teams, including project managers, subject matter experts, and other stakeholders to align with program goals and objectives and that communication is effective.

**Achievements:**

* Contributed to AI-driven **patient care solutions**, integrating **predictive analytics for disease risk assessment and automated patient monitoring** to enhance healthcare outcomes.
* Led initiatives to automate **claim processing, billing, and appointment scheduling**, reducing administrative burden by **40%**.
* Played a key role in defining business requirements for **telemedicine platforms**, enabling remote consultations and patient engagement.

**Client: Techlead International, Houston, TX (Offshore) Aug 2018 - Jun 2021**

**Role: Product Owner/Business Analyst**

Oversaw end-to-end project management, facilitated requirement gathering, and ensured successful deployment and support of middleware solutions for hospitality sectors, enhancing client satisfaction and operational efficiency.

**Responsibilities**:

* Collaborating with stakeholders (leading telecom operators, media companies, technical teams) to gather and analyse **business and technical requirements** for IPTV systems, including **content delivery, user interfaces, triple play environment (Voice, Data and IPTV) security protocols, backend systems and defined functional and non-functional requirements to ensure system performance, scalability, and user satisfaction.**
* Worked with internal architects and development teams to design Interactive IPTV middleware application and mobile IPTV(Android /iOS) for the existing hospitality clients consist of guest management, food order services, paperless compendium information publishing, information publishing and streaming, and other guest and patient interactive programs.
* Maintain a strong grasp of mobile technologies, app lifecycle, release management, and performance optimization and Work hands-on with engineers to validate product functionality, troubleshoot issues, and ensure scalability and security.
* Managing the development lifecycle of IPTV-related projects in **JIRA** by creating and organizing **Epics**, **User Stories**, and **Tasks** related to features like **content management, user interfaces, or customer subscription models**. Prioritizing and refining the backlog to ensure that **critical features** such as **content delivery efficiency** and **user experience** are delivered on time.
* Defining **API requirements** and collaborating with **technical teams** to integrate with third-party systems, such as **payment gateways**, **content providers**, and **ad servers**, to enhance the IPTV platform's functionality.
* Collaborate with QA team Logging, tracking, and managing **issues/bugs** in **JIRA**, collaborating closely with QA to resolve **video streaming issues**, **content synchronization**, or **security vulnerabilities** in IPTV platforms and Conducting **UAT (User Acceptance Testing)** to ensure that the system meets business expectations.
* Managing **Change Requests (CRs)** within **JIRA** to capture new features or modifications requested by stakeholders, such as adding new **OTT services** or **personalized user recommendations**.
* The seamless backend helped to customized the Android APK run in a mobile and available TV systems with the STBs and without STBs and this system helpful to enhance the service level of the hotel and operations.
* Ensuring that the development team understands the specifications on action items that are available in the product backlog. Analysis of the requirements by examining the requirement documents as well as actively engaging in meetings with the business teams to discuss and understand the specific business needs.
* Worked with Product Owners to manage product backlogs, ensuring clarity and prioritization of user stories and Facilitated Agile ceremonies, including sprint planning, daily stand-ups, and retrospectives.
* Worked on R**EST API/ Firebase/JSON services/ Database design (SQL, Ormlite, Realm)/Google Payment methods/Paypal/UI/UX**. and unit testing
* Contributed as a key technical project stakeholder for the Rainy Day App development project, collaborating closely with the R&D team and business stakeholders. Played a pivotal role in bridging technical and business requirements, ensuring seamless alignment with project objectives. Provided strategic insights, guided the development process, and supported innovation to deliver a robust and user-centric solution.
* Acted as a product manager overseeing various aspects of project management, including project costing, solutions negotiation, product customizations, site inspections, system deployments, and system handovers.
* Managed project invoicing processes and liaised with relevant stakeholders to ensure accurate and timely billing.
* Weekly meetings with the development team to provide updates on the status of ongoing developments and ensure alignment with project objectives. Collaborating with business teams to understand and examine deployment requirements, including both hardware and software requirements.
* Involved in testing the application and bug fixing. Involved in preparing deployment documentation and Production Support. Analysis & resolving the production bugs.
* Implemented an in-house developed online ticketing system for all connected clients, streamlining the process of managing and resolving customer inquiries and issues.
* Conducted code reviewing sessions with the internal development team to ensure adherence to coding standards and maintain high code quality standards. These sessions aimed to improve overall development practices and promote consistency across projects.

**Achievements**:

* **Successfully defined and optimized the requirements for unicast and multicast content delivery, ensuring efficient bandwidth utilization and improved user experience for millions of viewers across multiple platforms (mobile, web, and set-top boxes).**
* **Directed UAT for new IPTV features, ensuring they met business and functional requirements before going live. This included validating streaming quality, multi-device compatibility, and user experience features.**

**Client: Dynamic AV Technologies, Colombo, SL Aug 2015 - July 2018
Role: Application Engineer/Scrum Master**

Led the AV to IP transformation initiatives and provide comprehensive application engineering support for Dynamic AV Technologies

**Responsibilities**:

* Acted as a liaison between business units and technical teams, ensuring clear communication of requirements and Conducted stakeholder analysis to understand their needs, influence, and impact on the project.
* Worked with renowned brand partners, including 3M, KRAMER, AMX, Wyrestorm, HARMAN (JBL), TOA, BOSCH, SAMSUNG, AKG, and Sennheiser, to deliver high-quality solutions and drive successful project implementations
* Extensively worked on Requirement Gathering by eliciting, translate, validate, communicate and manage requirements through stakeholder interviews, **walk-throughs, surveys, use cases, specifications, and modelling for the** upcoming new projects and deployment assitance
* Analyzed and documented workflows, processes, and user stories using tools like **JIRA**, **Confluence**, or **Visio**.
* Implemented live parliament session displays for parliamentary members in public areas.
* Implemented dynamic layout changes to accommodate different requirements.
* Developed various user roles for system access and content authentication.
* Developed and customized digital signage solutions for student class scheduling and significant news display in public areas. Implemented a CMS-based content delivery system to manage content effectively.
* Created different user levels to control access and permissions within the system.
* Implemented content validation mechanisms to ensure the accuracy and quality of displayed content.
* Set up content display schedulers to automate the timing of content updates.
* Implemented content authentication processes to maintain security and integrity.
* Installed and configured AVAYA and Polycom video conference systems, ensuring seamless communication and collaboration for the organization.
* Developed an in-house web-based product management system for the service, installation, and reservation divisions, enhancing operational efficiency and streamlining processes.
* Installed and configured 3M library security systems, ensuring the protection of resources and assets.
* Implemented 3M library security system installation

**Client: Pal Vision Pvt. Ltd. Sri Lanka Oct 2012 - Feb 2014
Role: Product Owner/Team Lead**

Established an R&D team, provided technical assistance, and conveyed new innovations in Android & iOS-based mobile applications for the hospitality industry, while managing the development team and participating in ongoing middleware projects

**Responsibilities**

* **Managed and led R&D software development teams focused on Android middleware development for the core IPTV product, including its mobile versions (Android and iOS) and information publishing web applications. Identified and analyzed business opportunities, gathered requirements, and meticulously documented workflows, processes, and user stories using tools like JIRA, Confluence, and Visio to ensure alignment with project goals and user expectations.**
* Spearheaded Research and Development (R&D) operations in Sri Lanka, overseeing IPTV interactive middleware application developments, mobile application developments, network engineering, and desktop and web development teams and engaged with key stakeholders to prioritize requirements and manage expectations..
* Contributed to innovation by fostering a culture of knowledge sharing and collaborative problem-solving within the R&D team. Designed IPTV infrastructure solutions and managed project procurements from inception to deployment.
* Conducted solution introduction and demonstration meetings with both local and overseas clients.
* Developed infrastructure and implementation plans for IP network-enabled hotel environments, encompassing Property Management Systems (PMS), IPTV, Wi-Fi, mobile-based room controlling, CCTV, and other related technologies. Managed the local software development team and acted as a liaison on behalf of the team management.
* Identified emerging mobile technologies and spearheaded solutions development initiatives.
* Led product innovation efforts to meet industry requirements and conducted comprehensive requirement analyses for the development team. Evaluated developer performance metrics and assessed achievements of the R&D team.
* Provided leadership beyond team management, including motivating team members, overseeing work contributions, managing performance, and retaining top R&D talent to drive growth.

**Achievements**:

* **Designed and implemented modular, scalable IP-based AV solutions, allowing customers to expand their systems easily without significant infrastructure changes. This provided customers with flexible, future-proof AV systems.**

**Client: CONNAISSANCE DE CEYLAN Pvt. Ltd. Sri Lanka Dec 2010 - July 2012
Role: Head of IT- Automations** Oversees the technology infrastructure and IT operations across multiple properties within a hotel group. Their responsibilities include ensuring the smooth functioning of IT systems, managing teams, securing data, and aligning technology with the business goals of the organization.
**Responsibilities**:

* Developed a web-based intranet system, encompassing functionalities such as inventory control, HR solutions, file management, and staff member profiling and personal file management.
* Implemented bug tracking databases and quality assurance systems for organizational projects, resulting in reduced time and optimized utilization of local assets.
* Developed the GoDirect online booking engine (DMC) and Served as the pre-opening Head of IT and spearheaded the development of the official Maalu Maalu Resort & Spa website
* Managed and led the Go Direct online booking engine, which was fully featured with Document Management System (DMS) functionalities and contributed to the development of websites for the Theme Resorts group.
* Vendor management for system upgrade, service etc.
* Review new technology systems and recommend for management decision making
* System related crisis management
* Presided over the training and orientation of employees and company offers on the use of the systems in order to ensure strict compliance with company policies
* Actively administered and managed the network, workstation operating systems, security systems, safety backups and servers related to the systems of the resort
* Maintaining documentation of changes regarding users, functions

**Client: CodeGen Pvt. LTD Sri Lanka June 2008 - Nov 2010
Role: Sr. Developer**

Carried the responsibilities as a Senior Web Developer for the national tourism website of Sri Lanka, enhancing online services to promote the country as a destination and increase tourist arrivals.
**Responsibilities:**

* Developed backend features for TravelBox Property Management, including product management suite, privilege management, and group creation modules, contributing to enhanced system functionality and user administration
* Involved in requirements gathering for a centralized 'OneStopShop' hotel reservation system, enabling tourists to create personalized itineraries and utilize tracking applications, streamlining booking processes and enhancing the guest experience.
* Transformed the existing Sri Lanka national tourism web site into Joomla CMS system with new services such as multilingual, automate3d destination finder, online travel booking, dynamic birthday calendar, greeting card circulator, automated recover systems, etc.
* Developed an online file archiving system for board papers and secure storage of important documents.
* Developed a high-resolution online photograph posting application integrated with the National Tourism Organization (NTO) websites, enhancing visual appeal and engagement.
* Revamped the National Tourism website with a new rebranded concept theme called "Small Miracle" for its brand launching and developed a CRM application module for the Tourism website and intranet, improving user experience and functionality.
* Created an Automated Digital Marketing circulating module for journalists and other tour operators, fostering personalized and timely communication.
* Developed country-specific websites and applications using Joomla and Drupal, including the 2011 ICC Cricket World Cup tourism promotional website connected to the NTO website, promoting tourism during the event.
* Implemented a CNN E-Promotional campaign, including monthly newsletter circulating CMS application development, e-brochure designing, and promotional website development, enhancing brand visibility and engagement..