

Lankani Seneviratne

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Professional Profile

Data-driven ICT Business Systems Analyst graduate with a Master of Information Technology (Enterprise Management), with strong experience translating complex data into actionable insights that support organisational decision-making and service improvement. Experienced in stakeholder engagement, data analysis, process improvement, and governance within multidisciplinary environments.

Key Skills Summary

- Data Analytics and Reporting Frameworks
- Consumer and Stakeholder Engagement
- Data Governance and Information Management
- Project Coordination and Delivery
- Business Process Analysis (BPM Lifecycle)
- Data Visualisation and Insight Communication
- Requirements Gathering and Documentation
- Cross-functional Collaboration
- Continuous Service Improvement

Technical Skills

- SQL (NL2SQL concepts)
- Data analysis and interpretation
- Reporting frameworks
- Data quality assessment
- Excel (advanced)
- Power BI and Tableau

Project and Governance

- Agile and Waterfall methodologies
- Business Process Modelling (BPMN)
- Information Governance principles
- Documentation and reporting

Microsoft and Digital Systems

- Microsoft Office
- Microsoft 365 (Teams, SharePoint, OneDrive, Outlook)
- Windows operating system
- Digital collaboration platforms

Tools: Python, Microsoft Excel, Jira, SQL

Employment Experience

Checkout Service Team Member (Part Time)

June 2023 - Present

Coles Edwardstown, South Australia

- Delivered high-quality customer service in a fast-paced environment while performing cashier duties with a high-accuracy POS system.
- Resolves customer service inquiries promptly while providing excellent service.
- Follow compliance procedures to ensure 100% data accuracy in daily transactions.

Development Officer (IT Department)

October 2018 - February 2023

Ministry of Sports and Youth Affairs, Colombo, Sri Lanka

- Provided administrative and coordination support for IT and digital transformation projects for the Youth Community in Sri Lanka.
- Assisted in implementing governance processes across multiple projects.
- Collaborated with numerous stakeholders across the country to gather requirements and track deliverables.
- Produced weekly status reports and presented updates to the project team, including the ministry directors.
- Supported change request processes by documenting changes and ensuring alignment with governance frameworks.
- Assisted in financial tracking, including budget updates and invoice processing.

Education

Professional Year

January 2026 – Present

Performance Education, Adelaide, South Australia

Achievements: Australian Business Culture, Applying Job Skills, Internship Preparation, Professional Meetings and Presentations

Master of Information Technology (Enterprise Management)

July 2023 – July 2025

University of South Australia, Adelaide, South Australia

Achievements: GPA 6.50/7, Vice Chancellor's Letter of Commendation 2025, University Merit Award for 2024 in UniSA STEM, UniSA+ Award, ASPIRE Platinum Award, International Merit Scholarship 2023

Bachelor of Science in Business Management

March 2015 – November 2019

University of Dublin, Dublin, Ireland

Achievements: Second Class Honours, Grade 1 (GPA 3.42/4)

Academic Projects

Natural Language for Querying Structured Data (Capstone Project)

February 2025 – July 2025

University of South Australia, Adelaide, South Australia

Objective: To create an internal Natural Language model to querying data for the SONEAN (A global agricultural manufacturing company)

Tools: Developed an NL2SQL solution (using FLAN-T5 and Vanna AI) for natural language query execution on structured databases.

- Duties:** Worked in a 6 team members group and my role was the Business Analyst Contributed to testing and validating 2000+ database queries. Engaged with both technical and non-technical stakeholders.
- Result:** Were able to create resented findings to the industry panel and won the People’s Choice Award for innovation and industry relevance.

Community Engagement

- UniMentor and G’Day Mate Volunteer **December 2018 – July 2025**
University of South Australia, Adelaide, South Australia
- Community Volunteer **December 2023 – December 2024**
Elcies Op Shop (Lutheran Care), Norwood, South Australia
- Mothers’ Day Classic Volunteer **May 2024**

Professional Development

- BABOK® v3_ Business Analysis Perspectives- Australian Computer Society
- Development & Testing with Agile Project Management- Australian Computer Society
- Data Analysis and Visualisation with Power BI - LinkedIn Learning
- Data-Driven Decision Making for Business Analysts - LinkedIn Learning
- Putting ITIL® Into Practice: Applying ITIL® 4 Foundation Concepts- LinkedIn Learning
- Service Now: Basic Administration- LinkedIn Learning
- CompTIA A+ Core 1: Cloud Computing Concepts

References

1. Prof. Georg Grossman
Professor in Digital Health
University of South Australia (Adelaide University)
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2. Jo Tregloan
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