

AKESH CHANDRASIRI

Technical Business Analyst | Solution Design | Pre-Sales and Partnerships | Cybersecurity

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PROFESSIONAL SUMMARY

Technical Business Analyst with 3+ years across pre-sales, partnerships, operations and cybersecurity. At OrangeHRM, I gather business requirements from global partners and clients, map them to product capabilities, and design solutions with the technical team. I write BRDs, specification documents and Level of Effort (LOE) estimates, lead pre-sales delivery across a shared resource pool, and have won pre-sales deals and upsold new features to existing partners. I also build ML-enabled security products (anomaly detection, risk scoring, vulnerability classification) and use AI tools daily to speed up analysis, documentation and delivery. Experienced with US and Australian clients, ISO 27001, GDPR and HIPAA, and comfortable running several priorities at once.

PROFESSIONAL EXPERIENCE

Associate Pre-Sales and Partnerships Engineer, OrangeHRM

2026 - Present

- Act as a technical business analyst for partner-led deals: elicit business requirements from partners and clients, map them to product capabilities, and configure or design solutions with the technical team
- Author Business Requirement Documents (BRDs), specification documents and Level of Effort (LOE) estimates that scope delivery and support proposals
- Lead the pre-sales team's solutioning work, planning allocation across a shared resource pool so effort is assigned efficiently and accurately
- Won pre-sales deals through product demonstrations, solution presentations, RFP and RFI responses and competitive positioning
- Identified and upsold new product features to existing partners, increasing contract value and adoption
- Manage a portfolio of global partners worldwide as Partner Manager, while holding daily discussions with prospective new partners
- Build partnership proposals and go-to-market frameworks with sales, product and customer success teams, and run partner onboarding and enablement
- Track partner pipeline health, revenue contribution and KPIs in CRM systems to support data-driven decisions

Head of Customer Experience and Operations, AIESEC in Sri Lanka (National Committee)

2026 - Present

- Lead national-level customer experience and operations strategy, overseeing service quality and delivery standards across all AIESEC Sri Lanka programs
- Design CX frameworks, standard operating procedures and quality assurance processes to raise member and stakeholder satisfaction
- Analyze operational metrics and member feedback to find process gaps, define corrective actions and drive continuous improvement
- Manage stakeholders across local committee leads, national board members, partner organizations and program participants
- Align national operational goals with AIESEC Asia Pacific and global priorities, keeping program governance and reporting consistent

Client Communication Specialist, Hype Invention (Australia)

2025 - 2026

- Managed L1 and L2 customer issues across multiple enterprise accounts, meeting SLAs and following structured escalation paths
- Analyzed customer behavior and irregular activity, escalating risk and compliance concerns to senior teams
- Coordinated incident resolution between clients and technical teams, keeping clear communication and audit-ready documentation
- Maintained incident reports, work notes and client communication logs to support compliance and quality tracking
- Integrated AI-assisted workflows into client operations to improve delivery speed and reduce manual effort

Development Team Lead (Volunteer), AIESEC in Sri Lanka

2024 - 2025

- Led a cross-functional team delivering internal CRM systems and OGX platform enhancements for national exchange operations
- Gathered requirements from national stakeholders and aligned product features with operational needs
- Managed concurrent projects: task allocation, sprint planning, milestone tracking and cross-team coordination
- Drove adoption of AI-assisted development (Claude, ChatGPT, Gemini, GitHub Copilot) to improve build speed, test coverage and debugging

Operations Analyst, Health Recon Connect (United States)

2024 - 2025

- Handled sensitive healthcare data in line with HIPAA and organizational data governance standards
- Supported operational reporting, workflow monitoring and issue tracking across clinical and administrative processes
- Identified operational anomalies and resolved process inconsistencies to protect data integrity and service continuity
- Ensured assigned workflows met structured operational and cross-functional compliance requirements

Cybersecurity Consultant (Part-Time), AIESEC in Sri Lanka

2023 - 2024

- Ran GDPR and ISO 27001 aligned security audits, identified vulnerabilities and recommended targeted remediation
- Performed risk assessments and gap analyses to validate internal controls and support compliance governance
- Evaluated digital workflows, data handling processes and access controls to find security gaps
- Delivered cybersecurity awareness training and wrote risk and compliance documentation for national and local committee stakeholders

PROJECTS

Shield360, AI-Driven Cybersecurity SaaS Platform

- Developing a spear phishing simulation platform with machine learning for real-time anomaly detection and dynamic user risk scoring
- Scoped behavioral analysis models that flag abnormal user activity and cut false positives through adaptive, risk-based decision logic
- Simulates real-world attack scenarios to support security operations teams and fraud prevention decisions in enterprise environments

Safe Space, Vulnerability Detection and Risk Analysis System

- Built a risk scoring system that prioritizes findings by severity, exploitability and contextual threat data
- Integrated machine learning to improve vulnerability classification accuracy and speed up remediation of critical issues

Web Application Security Testing and Analysis

- Ran penetration tests with OWASP ZAP and Burp Suite, uncovering XSS, SQL injection and server misconfiguration vulnerabilities
- Wrote remediation reports aligned to the OWASP Top 10, giving development and operations teams clear, actionable guidance

SKILLS

Business Analysis and Documentation: Requirements Elicitation | Stakeholder Engagement | Business Requirement Documents (BRD) | Specification Documents | Level of Effort (LOE) Estimation | Solution Design | Requirements Mapping and Configuration | Gap Analysis | Proposals and RFP/RFI Responses | Sprint Planning | Resource Allocation

Partnerships and Pre-Sales: Global Partner Management | Pre-Sales Engineering | Solution Demonstrations | Upselling and Cross-Selling | Go-to-Market Strategy | Partner Enablement | CRM Systems | Revenue Growth

AI and Machine Learning: AI Use-Case Scoping | Anomaly Detection | Risk Scoring | AI-Assisted Analysis and Development | Claude | ChatGPT | Gemini | GitHub Copilot | Cursor | Antigravity | Kimi AI

Customer Experience and Operations: CX Strategy | Operations Management | SLA Management | Ticket Management | Process Improvement | Quality Assurance | Standard Operating Procedures | Team Leadership

Cybersecurity and Compliance: Vulnerability Assessment | Penetration Testing | Risk Analysis | Incident Response | SOC Operations | Microsoft Defender | OWASP ZAP | Burp Suite | ISO 27001 | GDPR | HIPAA | Compliance Auditing

EDUCATION

BSc (Hons) Information Technology, Specialization in Cybersecurity (4-Year Degree)

Expected March 2027

Sri Lanka Institute of Information Technology (SLIIT)