

BHANU HASARANGA

Aspiring Associate Product Manager | Business Analysis | Software Engineer with Product & Research Experience
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PROFESSIONAL SUMMARY

Software Engineer transitioning into Product Management and Business Analysis, with hands-on experience translating ambiguous business requirements into shipped features for a B2B SaaS platform. Regularly works directly with stakeholders to clarify requirements, define edge cases and workflows, and coordinate delivery within an Agile/Jira sprint process - the same fundamentals an Associate Product Manager applies to specs, acceptance criteria, and sprint support. Combines this requirement-gathering and stakeholder-facing experience with strong technical fluency (APIs, databases, cloud integrations), enabling clear communication with both engineers and business stakeholders. Independently researches, specifies, and builds SaaS products end-to-end, writing the product rules down as decisions (lifecycles, SLAs, routing policy, KPIs) and checking the working software against them.

RELEVANT SKILLS

Product & Analytical: Requirement Gathering, Translating Business Requirements to Features, PRD & User Stories with Acceptance Criteria, Workflow & State Design, User Workflow & Edge-Case Analysis, KPI Definition, Roadmapping, Cross-Functional Collaboration (Product/QA/Engineering), Agile, Jira (Sprint Planning), Competitor & Market Research, Stakeholder Communication, UI/UX Thinking

Technical: TypeScript, JavaScript, Go, Python, C#, REST API Design, Node.js, FastAPI, React/Next.js, PostgreSQL, MySQL, MongoDB, Payment Gateway Integrations, AI API Integrations, Git/GitHub, CI/CD, AWS (EC2, S3, IAM, VPC, RDS)

WORK EXPERIENCE

Associate Software Engineer | X4 Digital Labs (Pvt) Ltd - Sri Lanka (RestroEngage)

2025 – Present

- Worked directly with stakeholders to interpret business requirements for a B2B SaaS platform, resolving ambiguity by asking clarifying questions, defining edge cases, and deciding workflow logic before implementation - the core discipline behind writing clear user stories and acceptance criteria.
- Integrated three regional payment gateways (Aydan, HyperPay, Geidea) by researching each provider's documentation, business rules, and failure states, then documenting the requirements needed for multi-provider support.
- Designed RESTful APIs consumed by web and mobile clients, considering how product decisions (validation rules, permissions, error states) affect downstream consumers - the same analysis an APM applies when drafting acceptance criteria.
- Collaborated cross-functionally with product and QA within an Agile team, using Jira for sprint planning and grooming, and contributing to backend logic that reduced reported bugs.
- Contributed to AI feature integrations, evaluating third-party AI APIs for feasibility and scoping how automation features should behave for end users.
- Supported release cycles end-to-end - testing, staging, and production deployment - gaining first-hand visibility into how specs translate into shipped, QA-validated features.

Software Engineer Intern | X4 Digital Labs (Pvt) Ltd - Sri Lanka (RestroEngage)

Jan 2025 – Jun 2025 (6 months)

- Built reusable UI components and API endpoints as part of the core SaaS product team, working from requirements handed down by senior engineers and product stakeholders.
- Assisted in bug triage and internal user support, developing an early habit of thinking about issues from the end user's perspective rather than only the code's.
- Collaborated using structured Git/GitHub workflows (feature branches, pull requests, code review) within an Agile team.
- Participated in sprint planning and daily stand-ups, gaining early exposure to how user stories were broken down into actionable engineering tasks.
- Wrote and maintained technical documentation for implemented features, supporting knowledge transfer within the team.

PROJECTS

Full case studies and documents: bhanuhasaranga.com/work

Support System — Multi-Tenant Helpdesk & Contact-Centre Platform

2026

Solo-built (product owner, business analyst, engineer) | bhanuhasaranga.com/work/support-system

- Defined the product before building it: a **ticket lifecycle specification** with **6 states and 15 permitted transitions**, immutable closed tickets, and linked follow-ups instead of reopening - so resolution metrics are never rewritten after the fact.
- Specified **fair SLA measurement**: three clocks per ticket (first response, next response, resolution) in business time, paused while waiting on the customer or a third party, with due dates recomputed against a holiday-aware calendar on resume.
- Designed a **layered routing policy** (defaults, workspace, queue) with sticky routing, skills, languages, capacity, and shifts; every assignment stores its method and reason so supervisors can answer "why did this ticket go there?"
- Authored the BA/PM artifact set: **PRD with status-tagged requirements and given/when/then acceptance criteria**, personas, competitive analysis, roadmap (Now/Next/Later), KPI framework with an instrumentation-gap inventory, and a UX rationale including computed WCAG contrast findings.
- Built and verified the working system against those rules: **Go API** with PostgreSQL row-level tenant isolation, **Next.js agent app**, **6 channels**, a visual bot-flow builder, a **47-key permission catalog**, and unit tests on the state machine, SLA calendar, and agent selection. Limitations documented openly (local demo data, no users, no AI).

HotelMind AI — Hotel Operations Intelligence Platform

2026

Solo-built | hotelmind.bhanuhasaranga.com

- Acted as sole product owner, business analyst, and engineer across a **5-repository** system (backend, frontend, ML, data warehouse, infra), taking a hotel-operations product from problem framing through to a shipped, evaluated system.
- Authored a **15-document** BA/PM artifact suite (vision, stakeholder analysis, personas, BRD, PRD, user stories & acceptance criteria, backlog, prioritization, roadmap, KPI framework, competitive analysis) with full requirements traceability from business requirement through to KPI.
- Modeled 19 stakeholder roles with role-scoped workflows, and ran a competitive analysis against 4 platforms (Oracle OPERA, Mews, Cloudbeds, Apaleo) across ~34 capability areas to reposition the product's market claim.
- Designed a real/beta/mock data-source labeling system so every dashboard module visibly reflects its actual data maturity to stakeholders.
- Built a predictive layer of **5 ML models** (pricing, occupancy, restaurant demand, staffing, churn) with a human-in-the-loop approval guardrail on all pricing recommendations, plus a retrieval-augmented AI assistant over the hotel's operational data.

EDUCATION

BSc (Hons) in Software Engineering

NSBM Green University, Sri Lanka | 2021 – 2025

- UGC-recognized degree; relevant coursework in software architecture, database systems, and distributed computing.

Advanced Level — Combined Mathematics, Physics, ICT

Pinnawala Central College, Rambukkana | 2020

PROFESSIONAL QUALIFICATIONS

OTHM Level 7 Diploma in Strategic Management and Leadership

OCB Sri Lanka | In Progress, started Aug 2026

ADDITIONAL INFORMATION

- Actively transitioning career focus toward Product Management, building genuine product instincts through independent SaaS development.
- Open to relocation; comfortable with fully remote and hybrid work models.
- Experienced supporting and resolving issues for internal users and stakeholders in a B2B SaaS environment.