

WIHITHA DESHAN (DEMI) THATHSARA

Technical Analyst · Business & Systems Analysis

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SUMMARY

Business and technical analyst with over five years delivering analysis, integration and quality assurance on complex ICT systems. Production experience with Salesforce (Apex, Lightning Web Components, REST), SQL Server via SSMS, Power BI reporting, and legacy-to-cloud integration using REST APIs, webhooks and ETL. Delivered a Salesforce-connected document-intelligence solution for a Victorian Government agency that reduced manual processing from approximately 40 hours to 2 at 95%+ accuracy across hundreds of documents. Comfortable translating stakeholder needs into functional and technical specifications, tracing data across systems, and standing behind releases with SIT/UAT evidence. Working With Children Check held; available immediately.

EDUCATION

Monash University <i>Bachelor of Information Technology, Computer Network Security, Interactive Media</i> • Majors: Computer Network Security, Interactive Media	2019 - Jul 2026 (completing)
Monash College <i>Diploma of Information Technology</i>	2018 - 2019
Monash at UCL <i>Foundation Year</i>	2016 - 2017

EXPERIENCE

Silvatron Pty Ltd <i>Technical Analyst & Solutions Developer (Consultant)</i> - Delivered business and technical analysis for a Salesforce-connected document-intelligence solution for a Victorian Government agency. - Mapped document-to-CRM data flows, defined validation rules and specified integration behaviour, reducing manual processing from approximately 40 hours to 2 at 95%+ accuracy across hundreds of documents. - Built and integrated Salesforce automation (Apex, Lightning Web Components, metadata, REST) with Python services (FastAPI, Pydantic). - Wrote validation logic, test scenarios and production verification checks; established logging and tracing so defects were reproducible and releases traceable end to end. - Produced runbooks, handover documentation and team training, and built an automation saving 20-40 development hours per month across code review and issue tracking (Bitbucket, Jira, n8n). - Worked within government confidentiality obligations, handling sensitive documents and data with role-based, privacy-aware care.	2025 - Present
CoralShades (AI Agency) <i>Technical Analyst & Solutions Architect (Consultant)</i> - Built Power BI reporting and custom applications over Power BI data (XeroPulse financial-intelligence product), plus Google Looker Studio and Metabase dashboards. - Designed data pipelines, chunking and validation for InsightsLM, a document-intelligence system using n8n, Ollama and Supabase (pgvector). - Integrated third-party and government data sources; built evaluation pipelines to benchmark extraction accuracy before and after changes. - Documented data flows and system behaviour so non-technical stakeholders could understand and sign off on changes.	Aug 2024 - Present

RAAVA Innovations

2021 - Present

Founder & Software / Data Engineer

- Delivered full-stack applications and automation across Python, Next.js, Laravel, Flutter and n8n, including data and integration workflows connecting APIs, webhooks and databases.
- Gathered requirements, scoped MVPs and translated business problems into technical specifications and delivery plans for small-business clients.
- Built reporting and financial-intelligence tooling, including data models and dashboards for operational visibility.

Fujian Footwear Pty Ltd

May 2022 - Jul 2025

IT & Data / Digital Consultant, then Coordinator/Manager

- Built interactive Google Looker Studio reporting that replaced manual weekly reports and enabled real-time performance monitoring, supporting a 20% increase in e-commerce revenue.
- Analysed operational and sales data across four channels (e-commerce, retail, wholesale, marketplace) and translated insights into business decisions.
- Managed Channel Advisor marketplace integration and multi-channel data, including data quality and reconciliation across platforms.

HappyCarers Pty Ltd

Jun - Jul 2021

Systems Engineer (Contract)

- Designed and built a CRM using PHP, JavaScript, HTML5 and SQL.

StorTera Ltd (UK)

Sep - Nov 2021

Full-Stack Developer (Contract)

- Built a solar-panel monitoring UI and admin panel in React.js.

Pallewela Holdings Pvt Ltd

Jun - Jul 2021

Software Developer (Contract)

- Built a native web admin panel using Laravel.

Monash Faculty of IT

Jun 2021 - Nov 2023

Student Ambassador

- Content and student-recruitment support for the IT faculty.

PROJECTS

Government Document-Intelligence Pipeline

- Salesforce, Python, FastAPI, Pydantic, SQL: document-to-CRM mapping, validation and integration for a Victorian Government agency; ~40hrs→~2hrs, 95%+ accuracy.

XeroPulse

- Power BI, custom apps, third-party integrations: financial-intelligence reporting product built over Power BI data.

Sentinel Automation

- Bitbucket, Jira, n8n: code-review and issue-workflow automation saving 20-40 developer hours per month with full traceability.

InsightsLM

- n8n, Ollama, Supabase (pgvector): document-intelligence system with defined data pipelines and validation.

TECHNICAL SKILLS

Analysis & Delivery: business and technical analysis, requirements gathering, functional/technical specifications, process modelling, data analysis, solution design, SIT/UAT, production verification, defect management, stakeholder documentation

Salesforce: Apex, Lightning Web Components, metadata, REST integration, validation rules, document-to-CRM automation

Databases & SQL: SQL Server (SSMS), PostgreSQL, MySQL, MongoDB, SurrealDB, Supabase, querying, data integration, reconciliation, validation

Reporting & BI: Power BI, Google Looker Studio, Metabase, custom apps built over Power BI data

Integration & APIs: REST APIs, webhooks, FastAPI, Pydantic, ETL processes, middleware, n8n workflow automation

Languages: Python, SQL, TypeScript, JavaScript, PHP, HTML5, CSS

Cloud & Delivery Tooling: GCP (Cloud Run), AWS, Docker, CI/CD pipelines, Git, Bitbucket, Jira, Confluence, Agile, ticket-driven delivery

AI & Automation (technical depth): LangGraph, LangChain, Python automation, LLM fine-tuning and evaluation (LangSmith), observability dashboards

CERTIFICATIONS

Working With Children Check

Victoria

- held (Victoria)

Career Essentials in Generative AI

2023

Microsoft & LinkedIn

Ethics in the Age of Generative AI

2023

LinkedIn