

# Yenna Tran

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🏠 North York, ON

**Senior IT Business Analyst | 8 years in Business Analysis, Systems Integration, Agile Delivery | PSM, PSPO Certified**

## SKILLS

- **Business Analysis & Documentation** • BRD, SRS, FSD, User Stories, Backlog Grooming, Process Modeling (UML, BPMN, ERD), Wireframing (Balsamiq, Adobe XD, Figma, MS Visio), SDLC, Agile (Scrum), Waterfall, Project Management, JIRA, Confluence
- **Testing & Quality Assurance** • UAT, SIT, Test Script Design, Selenium, Postman, Requirement Traceability, Defect Management
- **Data & Databases** • SQL (PostgreSQL, MySQL), NoSQL (MongoDB), Data Mapping, Data Flow, KPI Dashboards & Scorecards
- **Technical & Cloud** • RESTful APIs, Swagger/OpenAPI, Postman, System Integration, CI/CD, Git, GitHub, Docker, Firebase, VMWare, AWS (EC2, RDS), Microsoft Azure
- **Programming & Front-End Tools** • Python (Flask, Django), JavaScript, HTML, CSS

## CERTIFICATIONS

Professional Scrum Product Owner (**PSPO**) & Professional Scrum Master (**PSM**)

Aug 2018

## EXPERIENCE

**Senior IT Business Analyst** | *Fusionex Innovations*

Malaysia | Jul 2020 – Jun 2023

- Led requirements elicitation, stakeholder workshops, and cross-functional alignment to deliver Malaysia's largest live streaming e-commerce platform (Emerce TV) and 10+ white-label versions.
- Reduced partner onboarding time by 30% through clear API specification and seamless integration strategies.
- Achieved 99% alignment with business requirements in UAT through well-structured planning and early stakeholder engagement.
- Boosted development speed & cross-team communication by standardizing documentation (API specs, wireframes, data models).
- Honored with the Top Performer Award (2022-2023) for delivering high-impact, innovative solutions that drove business growth.

**IT Business Analyst** | *GoQuo (M)*

Malaysia | May 2019 – May 2020

- Gathered and analyzed requirements from Japanese stakeholders for a multilingual global hotel booking system, bridging cultural and technical gaps.
- Increased booking efficiency by 20% by mapping and optimizing reservation workflows and eliminating process bottlenecks.
- Led API and performance testing efforts, ensuring the platform could support high user loads during peak seasons.
- Supported agile sprints by validating business rules early, helping reduce change requests in later stages.

**IT Business Analyst** | *FPT Software*

Vietnam | Apr 2018 – Mar 2019

- Conducted system analysis and stakeholder interviews for a legacy modernization program, converting outdated platforms (Power Builder/Lotus Notes) to Java, C#, and SharePoint.
- Created traceable, clear functional specs by reverse-engineering legacy code, enabling developers to modernize features with confidence.
- Coordinated change requests and sprint planning, ensuring 100% of modules delivered on time and within scope.

**Earlier roles: IT Business Analysis & SAP Consultant** | *SETA International, FPT Software, Panasonic.* Vietnam | Sep 2014 – May 2017

- Facilitated requirement gathering sessions and gap analysis for projects in healthcare, e-commerce, and education domains.
- Mapped business processes and collaborated with SAP developers to integrate ERP modules tailored to client needs.
- Delivered successful system migrations and solution rollouts by aligning stakeholder expectations with technical implementation.

## EDUCATION

**Postgraduate in Business Information Technology** | *Seneca Polytechnic*

North York, ON

- GPA 4.0 | High Honours | President's Honour List (All semesters)
- International Student Achievement Award (2025)

**Bachelor of Information Technology & Bachelor of Financial Accounting** | *Hanoi University*

Hanoi, Vietnam

- Outstanding IT Students Award of Vietnam's Ministry of Science & Technology (2011)
- First prizes in two Banner and Logo Design Contests of Hanoi University (2012)

## EXTRACURRICULAR ACTIVITY

**Student Support Ambassador** | *Seneca Polytechnic*

Nov 2023 – Apr 2024

Serving as a lead mentor, hosting events & facilitating engaging hangout sessions for students from equity deserving identity groups.