

# YEE CHOW

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With over 7 years of experience in the IT industry, specializing as an IT Business Analyst with extensive experience in mobile banking, commercial and retail core banking, digital wallets, AML, ATM switch certification, POS EDC, card merchant management settlement system, e-commerce payment solutions, and complex systems. Possess a solid foundation in SQL queries, JIRA, and Microsoft Office Suite, Reporting Platform with a proven track record in managing priorities and delivering multiple complex projects successfully. Proficient in translating business requirements to relevant business documents, performing strong business data analytics insight, in-depth execution of financial products, managing scope and budget execution, workflow management, maintaining project tracking, dashboard, and monthly reports for driving business strategy, market research into product iterations and optimization roadmaps, and analytical problem-solving issues of financial digitalized systems and applications. Adept at handling detailed oriented tasks, good team-player, quick adaptability of new things, and latest technologies. I have superior collaboration skills with development teams, willing to learn new and upgrade by myself and company, a passion for working with diverse stakeholders, subject matter experts (SME), technical analysts (TA) and implementation of large-scale solutions. *(Willing to relocate, Available for full-time, W-2 employment, Attended an on-campus master's degree program from August-2023 to August-2024.)*

## Technical Skills

**Programming Languages:** C#, Java, JavaScript, SQL

**Databases:** MySQL, MS SQL, RDBMS, SSRS

**Web Services:** RESTful, JSON, XML

**SDLC:** Agile/Scrum, Agile/Kanban, Waterfall

**Tools and Software:** JIRA, Microsoft Office applications (Excel, Project, Visio, Word, PowerPoint, Outlook), Postman, Team, Zoom, WeChat, Start UML, Lucid Chart, Slack, EMV, ISO 8583, Crystal Report, T24 Core Banking, Deepsees, AWS (S3, EC2, RDS, NoSQL, CloudFront, CloudFormation, Lambda, API Gateway, SNS, ASG, ECS, CI/CD etc...).

**Frameworks:** .Net, Spring

**Certificates:** Professional Scrum Master I (PSM I) by Scrum.org, HackerRank SQL (Advanced), ICM Single Subject Diploma in Project Management

## PROFESSIONAL EXPERIENCE

**KBZ BANK, Yangon, Myanmar • 04/2019 – 05/2023**

**Business Solutions Manager – IT Senior Business Analyst**

Responsible for overseeing the development, implementation, testing, troubleshoot the issues, and management of complex projects.

- Management of system development: drove the end to end systems development life cycle using Scrum, collaborating with end users, cross-functional teams, developers, and SME to gain a comprehensive understanding of business process/life cycle management principles, and concepts, then manage projects in JIRA, create user story mapping, prioritize backlogs, identified document scope, project tasks, interpret BRDs added BPMN flow diagrams and UI flows, and FRDs focused technical and systems specifications, ensuring quality user experience enhancements within time constraints.
- End-User Support: implemented system solutions and collaborated closely with end-users during User Acceptance Testing (UAT) to ensure functionality met their needs.
- Utilized Agile methodologies to gather requirements, prioritize backlogs, and translate user stories into actionable tasks. Managed testing phases and successfully migrated payment platforms from Mastercard to Visa (CyberSource), ensuring seamless transitions and communicating changes to end users.
- Cross-Functional Collaboration: coordinated with technical teams and vendors to develop and test end-to-end product customizations, innovation solutions, and new applications (eg. AML, digital payment products), ensuring smooth integration and high-quality results.
- Process Analyst and Business Analyst: led strategy management and optimized e-commerce payment system integration, from development to go live. I identified improvement opportunities and reengineered processes to enhance efficiency, collaborating with merchant platforms in Myanmar to streamline workflows.
- Defect Analysis: Identified and analyzed defects, conducted root cause analysis, and proposed solutions. Provided analytical support to developers and maintained excellent customer service through JIRA.
- Data Analysis: Analyzed and produced dashboards, sales reports, and onboarding data, presenting insights to directors and stakeholders. Improved business processes and marketing strategies, driving technology efficiencies and growth.

**Technologies Used:** JIRA, MSSQL, MS Query, Microsoft Office applications, mobile testing (iOS and Android apps), web application testing, Star UML, Lucid Chart, Agile (Scrum, Kanban), JSON, SHA256, Postman, API integration.

## **ACE DATA SYSTEMS – BANKING DIVISION, Yangon, Myanmar • 11/2016 – 03/2019**

### **Functional Lead – IT Business Analyst**

Led new digitalized wallet system, executed process and test plan strategy, and collaborated with relevant business clients and stakeholders.

- Provided progress analytics, developed budgets, plans and strategies, communicated clients, achieved timely completion, and contributed to business strategic decision-making.
- Led user stories discovery with clients, maintained project coordination, aligning software development activities of the OnePay digital wallet with business needs and managing scope, timelines, and customer engagement.
- Demonstrated excellent leadership and responsibility in the AGD banking UI/UX design enhancement project, integrating Visa/MasterCard payments into online banking and streamlining mobile app transactions, which led to increased customer satisfaction.
- Overhauled an agile-scrum mobile and internet banking project, leading it from inception to launch in eight months. Tested UI/UX design and functionality, resulting in Myanmar's most popular and top-quality banking apps.

**Technologies Used:** tested UI/UX in mobiles (iOS, Android) and banking web application, Slack, Microsoft Office Suite, MS SQL, Agile (Scrum), RDBMS, AWS.

## **MYANMAR METRO BANK (MMB), Yangon, Myanmar • 03/2014 – 07/2016**

### **Senior Systems Analyst/ Quality Assurance (QA)**

Analyzing, testing, training, troubleshooting the issues, and implementing information of Temenos T24 core banking system.

- Integrated a Microfinance subsystem into Temenos core banking T24, enabling the establishment of 100+ branches and onboarding more than 500,000 customers in the system.
- Led implementation and testing of new over 10 loan products within the core banking system, ensuring regulatory compliance, and running End of Day (EOD) for daily operation process.
- Built central bank compliance reports smoothly sent to CBM every day.
- Troubleshot production issues and improved production operations.
- Developed ATM and POS ISO 8583 verification software development and certification system.

**Technologies Used:** C#, Temenos T24, Microsoft SQL Server (MSSQL), RDBMS, .Net, MSSQL Reporting (SSRS), Crystal Reports, Waterfall, Microsoft Office Suite, SQL Query, VBA.

## **EDUCATION**

### **Master of Science (M.Sc)**

#### **Computer Science**

Maharishi International University, Fairfield, Iowa,

Aug 2023 - Apr 2026

(Currently taking online distance education courses on weekends)

### **Bachelor of Science (B.Sc)**

#### **Computer Science**

University of Computer Studies, Yangon, Myanmar.

## **ADDITIONAL SKILL**

Trilingual in English, Chinese (Mandarin), and Burmese

## **ADDITIONAL SKILLS**

- Problem-solving and Innovation
- Troubleshooting Applications and Complex Systems
- Business Requirements and Process Flow
- Cross-functional collaboration and communication
- Decision Making and Leadership
- End to End Project Plan
- Functional Analyst & Data Analyst
- Detail Oriented and Critical Thinking
- Documentations