Ana Tran

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SKILLS SUMMARY

- Intermediate proficiency in Microsoft Word, Excel, Project & Visio
- Strong organizational, communication and interpersonal skills with the ability to work independently and be a team player
- Proficient in combining business acumen with technical requirements to bridge the gap between business needs and technology solutions
- **Business Related Skills**: Power BI, Tableau, Trello
- **Programming:** C#, JavaScript, ASP.NET, VBA, Python, Java, Spring Boot, WCF, REST
- **Database:** MongoDB, SQL, MySQL, Oracle SQL
- **Web Development:** Node.js, React.js
- **Systems Analysis:** UML, Justinmind
- **Other:** GitHub, Mandiant, CrowdStrike, ConnectWise, Automate, ServiceNow, Swagger

PROJECTS

Pom-a-tea   **January 2023 – April 2023**
- Entrepreneurial group capstone project
- Full-stack e-commerce web application built using React.js, Firebase, Framer Motion, Tailwind CSS, Stripe

Closed Loop Reporting   **January 2022 – February 2022**
- Create macros to pull information from different data sets and automate reporting processes

EDUCATION

Ontario College Advanced Diploma –   **Waterloo, ON**
Computer Programming & Analysis   January 2020 – April 2023
Conestoga College

Bachelor of Business Administration (Honours) –   **Kitchener, ON**
Accounting, Audit and Information Technology   September 2014 – December 2018
Conestoga College

PROFESSIONAL EXPERIENCE

Global Cyber Threat Intelligence Co-op   **Toronto, ON**
Manulife Financial   May 2022 – August 2022
- Monitor security-related activities on external facing applications
- Facilitate the identification of root cause of security incidents
- Manage security incidents from detection to post-incident phases
- Continuously update the team's incident response plans and incident playbooks

IAM Systems Cyber Security Analyst Co-op   **Toronto, ON**
Royal Bank of Canada   January 2022 – April 2022
- Analyze large amounts of information to discover trends and patterns
- Present information using data visualization techniques
- Propose solutions and strategies to business challenges and to existing process and procedures
- Identify and report on security risks in accordance to RBC standards

Help Desk Technician Co-op   **Guelph, ON**
Farms.com   September 2021 – December 2021
- Manage Help Desk tickets in a timely manner
- Run diagnostics to resolve customer reported issues
- Escalate issues to the next Tier with next level difficulty
- Install, make changes and repair computer hardware and software