

# Ana Tran

(519) 820-4407 | [anatran334@gmail.com](mailto:anatran334@gmail.com) |  [LinkedIn](#) |  [GitHub](#)

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## SKILLS SUMMARY

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- 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

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### **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

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

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

## PROFESSIONAL EXPERIENCE

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**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