Manon Dupuis

Business Analyst Senior | Bilingual Tech Leader (EN/FR)

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Professional Summary

Highly accomplished **Senior Business Systems Analyst and Agile Project Contributor** with **20+ years at Equifax**, specializing in large-scale **legacy modernization** and meticulous **business systems analysis**. Proven ability to translate intricate business needs into clear technical solutions, drive **continuous improvement** and effectively manage complex projects. Possesses a strong Agile mindset and a demonstrated capacity for rapid learning, positioning me to seamlessly step into any team or project environment with minimal ramp-up time and immediate impact. Bilingual (EN/FR).

Professional Experience

Equifax Canada (*2020 – June 18th, 2025*)

Senior Business Systems Analyst & Agile Project Contributor

- **Facilitated collaboration and communication** between developers, QA, and product teams, effectively bridging technical and business needs to ensure aligned delivery.

- Acted as a **key enabler for efficient delivery** within an Agile environment, actively removing impediments, clarifying requirements, and supporting teams through complex cloud transition (GCP) and modernization efforts.

- Drove **continuous process improvement** within development workflows, identifying inefficiencies and implementing solutions to optimize team output and quality of deliverables.

- Guided stakeholders on project scope and progress, fostering **transparency** and ensuring alignment between evolving business needs and delivered solutions.

- Utilized **Jira and Confluence** for comprehensive project tracking, documentation and collaborative team communication within Agile frameworks.

- Supported the **implementation phase** through detailed requirement clarification, active participation in testing, and assistance with deployments of critical systems, ensuring successful release cycles.

- In 2024, led a feasibility study for strategic COBOL-to-Python conversion via Gen-AI, demonstrating strong analytical and forward-thinking capabilities.

- In 2022/2023, developed and implemented a Quebec Bill 53 (credit lock) compliance project on mainframe, while guiding 5 quality analysts and advising a team of 4 GCP programmers to ensure delivery in cloud environment.

- Served as the **Montreal Site Leader for Equifax's Sustainability Network.**

Equifax Canada (*2010 – 2019*)

Mainframe Systems Analyst

- **Collaborated closely with mentor to lead and implement** a major optimization project, **serving as the primary project manager, tester and hands-on coder** for key components. This initiative delivered **$2M in savings in one year and 50% faster batch enrichment performance** through mainframe performance tuning, with many core ideas developed through **active brainstorming and direct contribution**.

- **Partnered with mentor to significantly increase search match rate by +2.5%** through intensive search engine and parser fine-tuning. **Acted as lead tester and key contributor to code optimization**, leveraging a collaborative brainstorming process to drive impactful solutions

- **Successfully converted all 24-bit components within the core mainframe platform to 31-bit**, a complex technical undertaking designed to enhance system capabilities and future-proof critical operations. This project demonstrated my deep understanding of system architecture and ability to manage large-scale technical transformations.

- Converted and transferred mainframe code to Microfocus (COBOL Workbench), supporting modernization and migration initiatives.

- Handpicked as mainframe consumer data expert to integrate banking data into the commercial platform (AS/400) - ensuring meaning consistency despite radically different data structures.

- Key resource for all online distribution systems originating from mainframe, which at the time generated 50% of the company's revenue (support + enhancement).

- Actively involved in the **documentation and implementation of the original SDLC & Disaster Recovery Plan**.

- Approached by another department's manager to co-found a new support team from scratch, despite no prior experience - selected for **adaptability and drive**.

- Contributed to outsourcing prep.

Previous Roles – Equifax Canada (2001 - 2010)

Content & Delivery Analyst · Senior Programmer Analyst (DevOps + 24×7 support) · Quality Control Analyst

Highlights: Coded HTTP server in COBOL (2008), adapted a TCP/IP process to create a high-performance tool for volume and regression testing, supported regulatory features (ON Law 152, AB CPA)

Former member of the Comité de francisation, promoting inclusive bilingual communication practices

Technical Skills

Languages & APIs: COBOL · Assembler (for z/OS) · JCL · REXX · SAS · PL/I · Natural · ADASQL · CLIST

Batch & Online Tools: TSO · ISPF · CICS · FileAid · IDCAMS · Syncsort · Xpediter · Abend-AID · SDSF

Operations & Dev Tools: Endevor · Control-M · Control-D · RACF · Omegamon · Native IBM Utilities (IEBGENER, IEBCOPY, SORT) · Hiperstation · Playback · ManageNow

Collaboration & Service Management: ServiceNow · Jira · Confluence   Google Chat (Hangouts)   Slack   Teams

Databases & Storage: VSAM (custom architecture with search engine/indexes) · QSAM · ADABAS · flat files

Communication & Networking: MQ Series · Connect:Direct · TCP/IP · LU6.2 · FTP/SFTP · HTTP

Education & Certifications

• Cloud Computing Basics - LearnQuest (2024)

• Undergraduate Attestation – Programming – Université de Montréal (2025)

• Undergraduate Attestation – Responsible AI – Université de Montréal (2025)

• Certificate – Applied Computing – Université de Montréal (expected 2026)

• Undergraduate Attestation – Data Analytics – HEC Montréal (expected Dec 2026)

• Java & C++ – ÉTS Corporate Training, 2016

• Certificate – Software Development – Concordia University, 2003

Current Community & Academic Engagement

• Board Member – CCC-AC (Collectif de convergence Ahuntsic-Cartierville)
  Also designed and managed the Collective's official Facebook page.

• Founding Member – Cercle Vinci (strategic AI ethics group created in collaboration with Université de Montréal and IVADO)

• Proofreader – AI by Hand: Deep Learning Math Workbook by Tom Yeh (2024)

Earlier Education

• BA & MA in Political Science – UQAM (thesis on cohesion in professional associations)

→ Developed strong foundations in analysis, research & technical writing