

YEE CHOW (She/Her)

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PROFESSIONAL EXPERIENCE

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

Business Solutions Manager – Senior Business Systems Analyst

- Led Scrum SDLC across multiple assignments in a fast-paced dynamic environment, ensuring alignment between business stakeholders (Technical and Non-Technical), product owners, developers, and third-party vendors by collaboratively eliciting business requirements through customer interviews to create process flows, workflow diagrams, and system diagrams in the documents for digital JAVA applications and solutions in core banking and wallet systems. Managed JIRA projects, translating to technical documents, resulting in a 10% transaction volume increase.
- Leveraged advanced Excel and SQL to analyze and create data visualization dashboards, sales reports, and onboarding merchant reports, providing key insights to directors and stakeholders. These insights informed us of improvements to business processes and business strategies, driving technology efficiencies and growth.
- Analyzed merchant payment platform processes, pain points, and identified key gaps impacting the payment lifecycle. Evaluated and recommended e-commerce API integration solutions to address these gaps, writing detailed software (SaaS) feature requirements. Led the integration of these solutions into merchant web and mobile applications, streamlining the implementation process and ensuring seamless integration. This resulted in a 30% increase in revenue.
- Oversaw all testing phases (SIT, UAT, AB testing, and pre-production) for a critical payment platform migration from Mastercard to Visa (CyberSource) and payment collection systems using Agile methodologies. This rigorous testing approach identified and resolved X critical defects before launch, mitigating potential disruptions to transaction processing and ensuring a seamless transition for end-users.
- Resolved critical stability issues within bulk payments and payment collections systems, conducting root cause analysis and implementing solutions that significantly improved system stability and drastically reduced system downtime.
- Demonstrated systems and trained sales, operations, end users, and product teams before production releases, contributing to the development of new applications and features based on the requirements.

Technologies Used: JIRA, SQL, Microsoft Office Visio, Project, Excel, PowerPoint, mobile testing (iOS and Android apps), web application testing, UML, Lucid Chart, Agile (Scrum, Kanban), Power BI, JSON, Postman, API integration.

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

Functional Lead – IT Business Systems Analyst / Project Coordinator

- Led discovery of user stories with clients, maintained project coordination, aligned software development activities of the OnePay digital wallet with business pain points, implemented in AWS, and managed 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 flow met functional and non-functional requirements, resulting in Myanmar's most popular and top-quality banking apps.

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

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

Senior Systems Analyst/ Quality Assurance (QA)

- 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 and solutions within the core banking system, ensuring regulatory compliance, and running End of Day (EOD) for the daily operation process.
- Troubleshoot production issues and improve production operations.
- Developed ATM and POS ISO 8583 verification software development and certification system.

Technologies Used: C#, Temenos T24, Microsoft SQL Server (SQL), 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.

Bachelor of Science (B.Sc) Computer Science - University of Computer Studies, Yangon, Myanmar.

Certificates: Professional Scrum Master I (CSM I) by Scrum.org, SQL (Advanced) and Problem Solving (Intermediate) by HackerRank, Business Analyst and Advanced Excel By TestDome, Single Subject Diploma in Project Management by ICM