

James Chen

PMP® · PMI-PBA® · CSM®

Lead Business Analyst — business analysis, product & delivery

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PROFILE

Lead business analyst with 10+ years on business and IT transformation for Fortune 500 financial institutions and government clients — HSBC, IBM, Infosys, Capgemini, and Wärtsilä Canada, where I led a \$2M digital product for the Panama Canal Authority. I run the discovery, model the process, write the stories engineers accept, then drive them through UAT and steering-committee sign-off until it ships.

10+ YEARS DELIVERING	\$100M+ REVENUE GENERATED	1,500+ USER STORIES DELIVERED	95% FASTER PROCESSING
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CORE SKILLS

REQUIREMENTS	Elicitation & workshops, BRD/FRD, user stories with BDD acceptance criteria, backlog prioritisation, process mapping, gap analysis
DELIVERY	Agile (Scrum, SAFe), UAT coordination, steering-committee management, stakeholder alignment, SOW & sign-off, mentoring
TECHNICAL	Jira, Confluence, Visio, Figma, API mapping, Power BI, SQL
AI & DATA	AI use-case analysis, Python for data science & AI

EXPERIENCE

Aug 2025 — Mar 2026	Senior Business Analyst / Project Manager Wärtsilä Canada — Panama Canal Authority (ACP) program - BA / PM / Product Lead hybrid on a \$2M digital product for the Panama Canal Authority (ACP); produced the governance backbone — project charter, delivery Gantt, master data templates, data dictionary. - Worked directly with ACP government stakeholders across departments; ran a week-long on-site workshop overseas as trusted advisor and chaired Steering Committee meetings. - Contributed to API mapping and system architecture discussions, bridging business intent and engineering constraints. - Coordinated engineering, UX, data science and legal; ran UAT with QA and real users on every release.
Oct 2023 — Jul 2025	IT Business Analyst Synic Software - Ran requirement discovery with clients to define business needs and expected outcomes. - Delivered product walkthroughs pre-sales and post-development; prioritised requirements with the tech lead and development team. - Delivered business systems at 100% customer satisfaction.
Dec 2019 — Sep 2023	Lead Digital Analyst HSBC - Led lending value-stream programs generating \$10M in revenue; for UK and Singapore markets, digitalised the mobile and web journeys and cut business processing time by 95%. - Translated business requirements into 500+ Jira user stories with BDD acceptance criteria; owned prioritisation through Agile ceremonies. - Worked shoulder-to-shoulder with designers on Design Thinking to ship UX-led financial products; contributed to architecture decisions and API feasibility. - Produced the SOW and secured sign-off from all parties; mentored junior analysts.

Apr 2017 — Oct 2019	Technology Product Lead Infosys - Enhanced HSBC's stock trading platform against shifting business needs and market changes. - Data analysis in MDX and SQL; contributed to data model design.
Dec 2015 — Mar 2017	Application Consultant IBM Requirements analysis for Suncorp's insurance systems, working directly with developers on clarification and solution advice. Project recognised as Agile Star.
Jul 2012 — Nov 2015	Tech Support Analyst Capgemini Global technical support for Nomura, Deutsche Bank and HSBC; Unix, SQL and IT service management in a financial-services environment.

KEY ENGAGEMENTS

Digital Transformation Credit card and lending processes rebuilt for mobile and web across UK and Singapore, with full requirement traceability. \$10M revenue · 95% faster processing	Panama Canal Authority Governance built from zero for a government client: charter, Gantt, master data templates, data dictionary. \$2M program · 5 departments
Stock Trading Platform HSBC trading platform enhanced against business and market change; MDX and SQL analysis feeding data model decisions. HSBC · 5+ years	Insurance Systems Requirements analysis for Suncorp's insurance systems, working hand-in-hand with developers through to solution advice. Agile Star award

EDUCATION

Bachelor's, Business Administration Zhejiang University of Finance & Economics · 2010–2012
College Diploma, Business Zhejiang Business College · 2007–2010

CERTIFICATIONS

PMP® — Project Management Professional (2018–present)
PMI-PBA® — Professional in Business Analysis (2018–present)
CSM® — Certified ScrumMaster (2025–present)
ITIL Foundation v3 (2013)
Python for Data Science & AI (2020)

LANGUAGES

English — full professional proficiency
Mandarin — native
French — limited working proficiency