

Trevor Yannayon

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SUMMARY

Senior Business Analyst with 20+ years of experience bridging business stakeholders and IT delivery teams in healthcare, pharmaceutical, life sciences, data center, and financial services organizations. Builds trust with business leaders, facilitates discovery sessions, and turns business needs into clear requirements, process flows, and user stories with testable acceptance criteria tied to measurable outcomes. Works independently and pushes back constructively when needed, partnering with project management, development, and QA teams from intake through UAT and implementation while surfacing risks and dependencies early. Track record of maturing delivery and governance practices in Agile and hybrid environments: an AI-assisted requirements framework that saves an average of 10 hours per epic, and documented delivery processes that improved SOC 2 compliance results by 25%.

Core Skills: Stakeholder engagement and facilitation | Requirements elicitation and validation | Process mapping and workflow analysis | User stories and acceptance criteria | UAT and implementation planning | Risk and dependency management | Process improvement and governance | Agile, Scrum, and hybrid delivery | Azure DevOps, Jira, SharePoint

EXPERIENCE

PANTHERX RARE

Senior Business Analyst, IT

Pittsburgh, PA

Jan 2026-Present

- Served as the trusted requirements partner for senior clinical, operational, and finance leaders, facilitated discovery conversations to elicit business needs, prioritized requirements, and translated complex workflows into delivery-ready business and technical specifications.
- Designed and launched an AI-assisted requirements framework using Claude and Copilot, with standardized instructions for writing well-formed user stories and structured, testable acceptance criteria, saving the Business Analyst team an average of 10 hours per epic.
- Owned the Azure DevOps backlog for assigned work, authoring epics, features, and user stories with clear business value and acceptance criteria, and working with development teams from refinement through delivery in agile/scrum ceremonies.
- Validated deliverables against business requirements and acceptance criteria ahead of user acceptance and release and evaluated existing user workflows to recommend automation and process improvements.
- Standardized CareTend permissions documentation and migrated 1,000+ rows of access data from an Excel workbook to a centralized SharePoint list, creating a governed single source of truth.
- Reported progress, risks, blockers, and synthesized stakeholder feedback to IT and business leadership, driving alignment, visibility, and accountability on priorities, scope trade-offs, and decisions.

CONNECTIVE RX

Product Development and Process Manager

Pittsburgh, PA

Jan 2023-Aug 2025

- Served as Business Analyst and Project Manager for QA Automation, Salesforce, and Gearset automation initiatives, running Scrum ceremonies, backlog refinement, and weekly demos, and refining user stories and acceptance criteria with development and QA teams.
- Set Jira backlog and user story standards following Agile methodologies and, as part of the Jira admin team, refined workflows for all issue types.
- Led QA automation and CI/CD adoption across multiple teams, standardizing tools and processes and implementing Postman, Selenium w/Java, and PractiTest.
- Improved SOC 2 compliance results by 25% by creating documented processes for all software delivery and infrastructure teams, including system-specific differences, and partnering with Security to gather audit evidence.
- Built standardized eazyBI reports and dashboards for executive and board reporting, saving teams a combined 15 hours per week and supporting weekly metrics reviews with the CTO, CEO, and board of directors.
- Trained Development, Infrastructure, DBA, and QA teams on new automation architecture and best practices, and maintained process, tooling, and training documentation.
- Served on the change management team to evaluate risk and impact and partnered with release management to strengthen governance and drive continuous improvement in software delivery.

CONNECTIVE RX**Pittsburgh, PA****Release Manager (contractor)**

Mar 2022-Jan 2023

- Created standard and off-cycle release templates that established a consistent format, cutting release planning meetings by 30 minutes per team member for every release (2 to 7.5 hours per team of 4 to 15) and saving 10 hours per month in gathering release metrics.
- Planned and led end-to-end releases for all core applications, including release planning, go-live, and retrospectives, and maintained the release schedule in alignment with key partners and vendors.
- Produced monthly, quarterly, and annual release reporting to measure on-time delivery and quality.
- Managed fix versions and release details in Jira and Azure, and maintained the release repository of build procedures, dependencies, and notification lists.
- Participated in weekly CAB meetings and partnered with DevOps and development leads on branch and merge impacts, resolving risks to release scope, schedule, and quality.
- Kept operations, IT, and product stakeholders aligned by communicating key commitments and changes to requirements, schedule, and scope.

VIATRIS**Pittsburgh, PA****Senior Business Analyst / Project Manager (contractor)**

Aug 2021-Nov 2021

- Coordinated with US and Canada business teams and drove the migration of fourteen brands and four healthcare professional websites from Drupal to Sitecore.
- Oversaw timelines across multiple projects, identifying risks, dependencies, and overlap early.
- Partnered with development teams to standardize project task tracking.
- Arranged workflows with five project managers to coordinate release schedules.
- Collaborated with business and development teams to enhance QA testing and streamline workflow.
- Interacted with third-party vendors to coordinate end-to-end testing.
- Provided weekly status reports to keep management informed about milestones, deliverables, issues, and risks.

HIGHMARK HEALTH SOLUTIONS**Pittsburgh, PA****Senior IT Testing and Quality Analyst (contractor)**

May 2021-Jul 2021

- Completed quantitative and qualitative analysis of data, identified gaps, and communicated findings.
- Supported software quality control and assurance activities by developing and maintaining workflow templates and other best practice activities for the organization.
- Developed reporting solutions that provide project teams with critical metrics for effectively measuring and managing test deliverables and processes.
- Established testing processes and guidelines for activities that were leveraged across the enterprise.
- Crafted and implemented software process improvements and efficiencies related to test activities.
- Collaborated with project teams to ensure that established quality goals were incorporated into business solutions.

BNY MELLON**Pittsburgh, PA****Senior Business Analyst (contractor)**

Dec 2020-May 2021

- Elicited business requirements from business users and subject matter experts.
- Defined and documented requirements and wrote functional specifications.
- Mapped and designed business processes and workflows in partnership with operations teams.
- Translated business requirements into functional specifications for the IT organization.
- Led requirements validation and traceability analysis.
- Managed scope and requirements throughout the project lifecycle.
- Guided development of common standards and tools.
- Assisted in operational rollout and support.

PNC BANK – RETAIL TECHNOLOGY**Pittsburgh, PA****Scrum Master / Project Manager (contractor)**

Aug 2019-Apr 2020

- Collaborated with BSA to develop user stories and acceptance criteria in Jira that clearly and accurately reflect business requirements.
- Ran all standard Agile ceremonies: daily stand-ups, grooming/refinement, sprint planning, demo, and retro.
- Directed scrum of scrums to coordinate development and standards with architecture and development teams.
- Coordinated release and testing efforts with all teams and downstream systems for end-to-end testing and regression.
- Handled release planning and scheduling to ensure all developers, QA, and business resources were available.

- Generated user stories and acceptance criteria to reflect business requirements clearly and accurately.
- Documented business use cases, scenarios, and edge cases so development and QA teams had clear, testable expected results.
- Created requirements documents by collaborating with business units, developers, UI designers, and the QA team.
- Led all standard Agile ceremonies: daily stand-ups, grooming/refinement, sprint planning, demo, and retro.
- Led the UPMC Member Portal redesign project from start to implementation, collaborating with development, QA, UI/UX, Product, Marketing, and Legal teams.
- Served as project manager for the DevOps re-architecture project, transitioning development to a microservices model.
- Ensured all stakeholders were clear on deliverables for each stage of the project.
- Monitored requests from the business and development teams to ensure that scope changes were necessary and thoroughly documented.
- Completed gap analysis on small to mid-size market quoting and sales tool.

ADDITIONAL EXPERIENCE

HIGHMARK DIRECT BILLING SOLUTIONS, **Pittsburgh, PA, Scrum Master / Senior Business Technical Analyst (contractor)**, Mar 2014-Apr 2015. Ran all standard Agile ceremonies: daily stand-ups, grooming/refinement, sprint planning, demo, and retro. Analyzed data, identified trends, documented, and escalated risks and anomalies. Created requirements for defect remediation. Collaborated with customers, application developers, architects, project management, and team members to understand business requirements that drive the analysis and design of high-quality business solutions. Provided project status to the appropriate management group or customer. Offered required business and subject matter expertise for both project and production-related activities.

BAYER BUSINESS AND TECHNOLOGY SERVICES, **Pittsburgh, PA, Senior Technical Business Analyst, Project Manager (contractor)**, Apr 2011-Mar 2014. Partnered with application developers, project managers, and members of eight different teams to design and implement a new billing and chargeback system for the North American data center. Led six projects to implement solutions to improve monthly billing accuracy through automation and alignment with global standards. Delivered feasibility and financial analysis to support each business case. Created process maps to ensure functionality met user requirements.

BANK OF NEW YORK MELLON, **Pittsburgh, PA, Hardware Asset Manager**, Dec 2010-Apr 2011. Created unified workflows to simplify hardware asset management processes. Documented and identified gaps to improve hardware asset management processes. Managed hardware acquisition and procurement for the PNC - GIS division acquisition. Crafted standards for future acquisitions. Designed cross-functional workflows for all groups at PNC and BNY Mellon.

BAYER ITO DATA CENTER SERVICES, **Pittsburgh, PA, Senior Business Analyst (contractor)**, Jan 2007-Dec 2010. Corrected \$650,000 in chargeback and allocation errors in my first three months. Created standard chargeback process for all data center groups. Implemented a monthly audit process for all business groups to ensure proper chargeback for data center services.

THERMOFISHER SCIENTIFIC, **Pittsburgh, PA, iRIMS QA, Support and Implementation (contractor)**, Jul 2006-Jan 2007. Supported the iRIMS system via telephone and email. Collaborated with other teams to ensure their applications were interacting correctly with the iRIMS system.

BAYER CORPORATION, **Pittsburgh, PA, Senior Technical Support Analyst (contractor)**, Feb 2002-Nov 2005.

EDUCATION

PENN STATE BEHREND, Erie, Pennsylvania

Major: Management Information Systems