



Youan Zeng

Director | Delivery Practices
and AI Solutions

“
*We help enterprises transform
with clarity – the right strategy,
technology, and AI approach.*”

Professional Bio

Youan is a Digital Transformation Technology Leader with 20+ years of experience modernizing \$2B+ retail and commerce enterprises. Expertise in AI Strategy and AI solutions integration. She has worked as a trusted partner with CIOs, COOs, and CDOs, aligning strategy with scalable, AI-first, composable architectures.

She has led 200+ global teams with \$30M+ budgets, delivering revenue growth, 99.95% uptime, and operational excellence across cloud, data, AI governance, M&A, and PE transitions.

Expertise

- AI Strategy, Readiness & Governance Frameworks
- Enterprise Digital Transformation & Modernization
- MACH / Composable & API-First Architecture
- Cloud Data Lakes (Azure) & Master Data Management
- Product Operating Model & SAFe Agile Transformation
- Global Engineering Leadership (200+ Teams)
- DevOps, CI/CD & SDLC Optimization
- PE Transition & M&A Technology Integration
- Workflow Automation & Process Optimization
- Vendor Negotiation & Cost Rationalization

About Integrative Systems

Guided by the promise “**Futureproof Your Business,**” Integrative Systems is a trusted global technology partner with over **25 years of experience** in business software applications across IBM i, AS/400, and Microsoft toolsets.

We provide 24/7 infrastructure management, data analytics, and back-office optimization - operating as an extension of your team to align IT strategy with business goals. A five-time Inc. 5000 honoree, we help enterprises modernize systems, enhance resilience, and achieve sustainable digital growth.

Projects & Achievements

- Led \$30M “One Commerce Solution” transformation replacing legacy monoliths with 6 enterprise services and 1 CDP platform
- Increased eCommerce revenue from \$400M to \$760M within 12 months; improved conversion from 7% to 10.8%
- Built enterprise Azure Data Lake & MDM creating a single source of truth for Finance and Operations
- Restructured 200-member IT organization into 9 PODs / 4 Squads; improved throughput 30-70%
- Reduced specialty-site onboarding steps by 70% and rollout time from 8 weeks to 2 weeks
- Achieved 99.95% system availability across eCommerce, POS, ERP, Payment, Fulfillment, and Back-Office
- Delivered 10-30% vendor cost savings across Oracle, Microsoft, and services partners
- Led 3 M&A integrations and 10-month PE transition with zero business disruption

Technical Environment

- **Architecture** - MACH, Composable Commerce, Microservices, Headless, API-First
- **Cloud** - Azure, AWS, Google Cloud
- **Products / Platforms** - HCL Commerce, IBMi, Digital Wave, Salesforce, Shopify, Adobe AEM, Mirakl
- **Tools** - Jira, Dynatrace, GenAI (ChatGPT, Gemini, Claude, Copilot, etc.)
- **Languages/Frameworks** - Angular, Node.js, Spring Batch
- **Enterprise Domains** - eCommerce, OMS, POS, ERP, Payments, Supply Chain