

# Zana Mathuthu

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## EDUCATION

Bachelor of Arts (B.A), 2013-2016

Ursinus College, Economics, Statistics

- Certified Scrum Master (CSM)  
International SCRUM Institute  
(Certification ID 33818054800387)

- Certified Scrum Product Owner (CSPO)  
International SCRUM Institute

- Full Stack Web Development Certificate 2021  
Columbia Engineering  
The Fu Foundation School of Engineering & Applied Science

## PROFESSIONAL SUMMARY

Results-driven Senior Business Analyst with over 7 years of experience bridging the gap between business needs and technical solutions, with a recent focus on enterprise solutions. Adept at leading cross-functional teams to deliver impactful projects, including complex integrations. Expertise in stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and drive operational efficiency. Known for ability to communicate technical insights to non-technical audiences and navigate competing priorities to meet stakeholder goals.

## TECHNICAL SKILLS

Advanced SQL, JIRA, Confluence, Excel, MS Visio, CRM Systems, SnagIt, PowerBI, Tableau, SharePoint, Draw.io, Salesforce

## PROFESSIONAL EXPERIENCE

**Uber technologies | Philadelphia, PA**

**(12/2022 - Present)**

**Senior Business Analyst (Contractor)**

- Collaborate independently with business stakeholders and various leaders to define processes, identify gaps, and map out areas for growth in operational efficiency.
- Work with users to translate functional and non-functional requirements into actionable application and operational deliverables, including user stories, acceptance criteria, and process flows, reducing development rework by 20%.
- Develop and maintain comprehensive business process documentation—including policies, procedures, user guides, and job aids—resulting in a 30% reduction in training time for new users.
- Partner with project managers to track and manage Agile-based SDLC projects, ensuring on-time delivery for 10+ initiatives and achieving a 95% stakeholder satisfaction rate.
- Prepare detailed reports, presentations, modeling documentation and briefing materials as needed for presentations and sharing technical knowledge to business leaders involved.

- %İ Facilitate requirements-gathering meetings with cross-functional teams, successfully identifying critical business needs that resulted in a 20% increase in operational efficiency.
- %İ Conduct user acceptance tests (UAT) to identify bottlenecks and defects, reducing post-production issues by 35% and saving an estimated \$200K annually in potential rework costs.
- %İ Provide detailed process improvement recommendations that streamline workflows and support the implementation of application enhancements, increasing productivity by 18% across departments.
- %İ Attend and participate heavily in daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.

**UBER TECHNOLOGIES | Philadelphia, PA**  
**Business Analyst (Contractor)**

**(03/2020 - 12/2022)**

- %İ Lead onboarding initiatives for healthcare partnerships and logistics teams, ensuring seamless integration of services that contributed to a 15% increase in user satisfaction ratings.
- %İ Coordinated with delivery teams to enhance service processes, achieving operational excellence and saving over \$150K annually by reducing inefficiencies.
- %İ Utilized analytics and reporting tools to monitor project performance, providing actionable insights that improved decision-making and boosted delivery timelines by 22%.
- %İ Utilized the Salesforce platform, design approach, configuration and integration; Revenue Cloud/CPQ.
- %İ Worked with project teams and interfaced with clients and stakeholders to gather and document business needs, functional, and non-functional requirements for system changes, contributing to a 20% improvement in project delivery timelines.
- %İ Monitored projects throughout the SDLC process using Agile/SCRUM methodologies, ensuring successful completion of 6 initiatives with a 95% on-time delivery rate.
- %İ Facilitated meetings with users for elicitation and review of requirements, user stories, acceptance criteria, and other artifacts, resulting in a 25% reduction in requirement ambiguities and improved communication with technical teams.
- %İ Provided Subject Matter Expert (SME) assistance to team members by project 4, enhancing team productivity by 15% and reducing project roadblocks.
- %İ Shadowed a senior business analyst for 1 month to quickly get acclimated to projects with external clients and begin working with stakeholders.