ZANA MATHUTHU

zmathuthu@yahoo.com | Philadelphia, PA

PROFESSIONAL SUMMARY

Results-driven Senior Business Analyst with over 5 years of experience bridging the gap between business needs and technical solutions, with a recent focus on healthcare technology and 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.

TECHNICAL SKILLS

SQL, JIRA, Confluence, MS Visio, CRM Systems, SnagIt, Tableau, Excel, Slack, Salesforce, User Acceptance Testing, Project Management, Data Analysis, Agile Methodology, Waterfall Methodology, Wireframe, Requirements Elicitation, End User Support, Data Visualization

PROFESSIONAL EXPERIENCE

Uber Technologies | Philadelphia, PA   **(12/2022 - Present)**
  Senior Business Analyst (Contractor)

- Develop visually compelling Tableau and PowerPoint presentations that translate complex data into clear, strategic and actionable insights for stakeholders

- Work with users to translate functional and non-functional requirements into actionable application deliverables, reducing development rework by 20%

- Develop and share comprehensive business process documentation, resulting in a 30% reduction in training time for new users

- Conduct user acceptance tests (UAT) to identify bottlenecks and defects, reducing post-production issues by 35% and saving $200K annually

- Facilitate requirements-gathering meetings with cross-functional teams, resulting in a 20% increase in operational efficiency

UBER TECHNOLOGIES | Philadelphia, PA   **(03/2020 - 12/2022)**
  Associate Business Analyst (Contractor)

- Lead onboarding initiatives for healthcare partnerships and logistics teams, contributing to a 15% increase in user satisfaction ratings

- Coordinated with delivery teams to enhance service processes, achieving operational excellence and saving over $150K annually

- Utilized analytics and reporting tools to monitor project performance, improving decision-making and boosting delivery timelines by 22%

- Monitored projects throughout the SDLC process using Agile/SCRUM methodologies, ensuring 95% on-time delivery rate

EDUCATION

Bachelor of Arts (B.A.) | Ursinus College | Economics, Statistics