

ZANA MATHUTHU, CSM, CSPO

Philadelphia, PA | (267) 671-4412 | ZanaMathuthu22@gmail.com

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. Skilled in communicating technical insights to non-technical audiences and committed to continuous improvement.

TECHNICAL SKILLS

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

AREAS OF EXPERTISE

Customer Relationship Management, 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)

- Collaborate independently with business stakeholders and leaders to define processes, identify gaps, and
- Translate user requirements into actionable deliverables, reducing development rework by 20%.
- Develop comprehensive business process documentation, resulting in a 30% reduction in training time for
- Partner with project managers to ensure on-time project delivery, achieving a 95% stakeholder satisfaction
- Facilitate requirements-gathering meetings, leading to a 20% increase in operational efficiency.
- Conduct UAT to identify defects, reducing post-production issues by 35% and saving \$200K annually.
- Provide process improvement recommendations, increasing productivity by 18% across departments.
- Participate heavily in daily scrum meetings and sprint activities.

Uber Technologies | Philadelphia, PA

(03/2020 - 12/2022)

Business Analyst (Contractor)

- Lead onboarding initiatives, contributing to a 15% increase in user satisfaction ratings.
- Enhance service processes, saving over \$150K annually.
- Monitor project performance and provide insights to boost delivery timelines by 22%.
- Utilize Salesforce for design, configuration, and integration, improving delivery timelines by 20%.
- Ensure successful completion of projects with a 95% on-time delivery rate using Agile/SCRUM.
- Facilitate meetings, reducing requirement ambiguities by 25%.
- Enhance team productivity by providing SME assistance.

- **Shadowed a senior analyst to quickly acclimate to project demands.**

EDUCATION

Bachelor of Arts (B.A.), Ursinus College

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

CERTIFICATIONS

Certified Scrum Master (CSM), International SCRUM Institute (ID 33818054800387)

Certified Scrum Product Owner (CSPO), International SCRUM Institute