

# 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 in bridging the gap between business needs and technical solutions, focusing 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.

## 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 to define processes, identify gaps, and map out areas for improvement.
- Translate functional and non-functional requirements into actionable deliverables, reducing development rework by 25%.
- Develop and maintain business process documentation, reducing training time for new users by 30%.
- Partner with project managers to track and manage Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.
- Facilitate requirements-gathering meetings, resulting in a 20% increase in operational efficiency.
- Conduct UAT to identify bottlenecks and 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, sprint reviews, retrospectives, and backlog refinement.

Uber Technologies | Philadelphia, PA

(03/2020 - 12/2022)

### Business Analyst (Contractor)

- Lead onboarding initiatives for healthcare partnerships, contributing to a 15% increase in user satisfaction.
- Enhance service processes, saving over \$150K annually by reducing inefficiencies.
- Utilized analytics tools to monitor project performance, boosting delivery timelines by 22%.
- Worked with project teams to gather and document requirements, improving project delivery timelines by 20%.
- Monitored projects using Agile/SCRUM methodologies, achieving a 95% on-time delivery rate.
- Facilitated meetings with users, resulting in a 25% reduction in requirement ambiguities.
- Provided SME assistance to team, enhancing productivity by 15% and reducing project roadblocks.
- Shadowed a senior business analyst to acclimate to projects with external clients.

## **EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

## **CERTIFICATIONS**

Certified Scrum Master (CSM) | International SCRUM Institute (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