**ZANA MATHUTHU, CSM, CSPO**

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**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 7 years of experience bridging business needs and technical solutions, focusing on enterprise solutions. Skilled in 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. Adept at communicating technical insights to non-technical audiences.

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

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**PROFESSIONAL EXPERIENCE**

**Uber Technologies | Philadelphia, PA (12/2022 - Present)**

Senior Business Analyst (Contractor)

• Collaborate with business stakeholders and leaders to define processes, identify gaps, and map out areas for growth in operational efficiency.

• Translate functional and non-functional requirements into actionable deliverables, reducing development rework by 20%.

• Develop comprehensive business process documentation, resulting in a 30% reduction in training time for new users.

• Track and manage Agile-based SDLC projects, ensuring on-time delivery for 10+ initiatives and achieving a 95% stakeholder satisfaction rate.

• Facilitate requirements-gathering meetings, resulting in a 20% increase in operational efficiency.

• Conduct user acceptance tests (UAT), reducing post-production issues by 35% and saving an estimated $200K annually.

• Provide process improvement recommendations, increasing productivity by 18%.

**Uber Technologies | Philadelphia, PA (03/2020 - 12/2022)**

Business Analyst (Contractor)

• Lead onboarding initiatives, achieving a 15% increase in user satisfaction ratings.

• Enhance service processes, saving over $150K annually by reducing inefficiencies.

• Utilize analytics tools to improve decision-making and boost delivery timelines by 22%.

• Work with project teams and clients to gather and document requirements, improving project delivery timelines by 20%.

• Monitor projects with Agile/SCRUM methodologies, ensuring 95% on-time delivery rate.

• Facilitate meetings to reduce requirement ambiguities by 25%.

• Provide SME assistance, enhancing team productivity by 15%.

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**TECHNICAL SKILLS**

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

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**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 (Certification ID: 33818054800387)

Certified Scrum Product Owner (CSPO), International SCRUM Institute