**Results-driven Senior Business Analyst with over 7 years of experience bridging business needs and technical solutions, focusing on enterprise-level solutions. Expert in leading cross-functional teams to deliver impactful projects, including complex integrations. Proven skills in stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and improve operational efficiency.**

**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

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

**TECHNICAL SKILLS**

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

**PROFESSIONAL SUMMARY**

Background includes designing optimized workflows, analyzing competitor data, and leveraging tools like Jira, Confluence, Excel, PowerBI, and SQL for scalable and efficient outcomes. Renowned for communicating technical insights to non-technical audiences, consistently meeting stakeholder goals and exceeding expectations. Passionate about resolving complex challenges, supporting a client-centric mindset, and committing to continuous improvement.

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)

• Independently collaborated with business stakeholders to define processes and identify growth areas, improving operational efficiency.

• Translated user requirements into actionable deliverables, achieving a 20% reduction in development rework.

• Developed business process documentation, reducing training time for new users by 30%.

• Managed Agile-based SDLC projects, ensuring on-time delivery for over 10 initiatives with a 95% stakeholder satisfaction rate.

• Prepared technical reports and presented to business leaders, driving technical knowledge sharing.

• Facilitated requirements-gathering meetings, boosting operational efficiency by 20%.

• Conducted UAT, reducing post-production issues by 35%, saving $200K annually.

• Recommended process improvements, increasing departmental productivity by 18%.

• Participated actively in daily scrum activities.

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

Business Analyst (Contractor)

• Led onboarding initiatives, enhancing service integration and increasing user satisfaction by 15%.

• Improved operational efficiency, saving $150K annually.

• Utilized analytics for project performance insights, improving delivery timelines by 22%.

• Worked on the Salesforce platform for design and integration, enhancing project delivery timelines by 20%.

• Ensured successful SDLC project completion, maintaining a 95% on-time delivery rate.

• Reduced requirement ambiguities by 25% through effective requirement gathering

• Provided SME assistance, improving team productivity by 15%.

• Quickly acclimated to projects, contributing effectively with external clients.