**PROFESSIONAL SUMMARY**

**Results-driven Senior Business Analyst with over 7 years of experience bridging the gap between business needs and technical solutions, focusing on enterprise solutions. Expertise in stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and drive operational efficiency. Adept at leading cross-functional teams to deliver impactful projects and complex integrations.**

**TECHNICAL SKILLS**

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

**PROFESSIONAL EXPERIENCE**

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

Senior Business Analyst (Contractor)

- Collaborate with business stakeholders to define processes, identify gaps, and map growth areas, improving operational efficiency.

- Translate requirements into deliverables such as user stories and process flows, reducing development rework by 20%.

- Develop business process documentation, decreasing training time for new users by 30%.

- Partner with project managers to oversee Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.

- Conduct user acceptance tests, reducing post-production issues by 35% and saving $200K annually in rework costs.

- Provide process improvement recommendations, increasing department productivity by 18%.

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

Business Analyst (Contractor)

- Led onboarding for healthcare partnerships, enhancing user satisfaction ratings by 15%.

- Coordinated with delivery teams to save over $150K annually by reducing inefficiencies.

- Utilized Salesforce for system integrations and enhancements, improving project delivery timelines by 20%.

- Facilitated meetings to document requirements, reducing ambiguities by 25%.

- Provided SME assistance to improve team productivity by 15%.

**EDUCATION**

Bachelor of Arts (B.A), Ursinus College

CERTIFICATIONS

Full Stack Web Development Certificate, Columbia Engineering, 2021

Certified Scrum Master (CSM), International SCRUM Institute

Certified Scrum Product Owner (CSPO), International SCRUM Institute

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