**Zana Mathuthu, CSM, CSPO**

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**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

Certified Scrum Master (CSM)

International SCRUM Institute

Certified Scrum Product Owner (CSPO)

International SCRUM Institute

Full Stack Web Development Certificate 2021

Columbia Engineering

The Fu Foundation School of Engineering & Applied Science

**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. Passionate about solving complex challenges, brings a client-centric mindset and a commitment to continuous improvement.

**TECHNICAL SKILLS**

• SQL

• JIRA

• Confluence

• Excel

• MS Visio

• CRM Systems

• SnagIt

• PowerBI

• Tableau

• SharePoint

• Draw.io

**PROFESSIONAL EXPERIENCE**

Senior Business Analyst (Contractor)

Uber Technologies, Philadelphia, PA

12/2022 - Present

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

• Work with users to 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.

• Partner with project managers to track and manage Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.

• Facilitate requirements-gathering meetings, increasing operational efficiency by 20%.

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

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

Business Analyst (Contractor)

Uber Technologies, Philadelphia, PA

03/2020 - 12/2022

• Led onboarding initiatives for healthcare partnerships, contributing to a 15% increase in user satisfaction ratings.

• Coordinated with delivery teams to enhance service processes, saving over $150K annually.

• Utilized analytics and reporting tools to monitor project performance, boosting delivery timelines by 22%.

• Gathered business needs for system changes, leading to a 20% improvement in project delivery timelines.

• Monitored projects using Agile/SCRUM methodologies, ensuring a 95% on-time delivery rate.

• Facilitated meetings resulting in a 25% reduction in requirement ambiguities.

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

CERTIFICATIONS

• Certified Scrum Master (CSM)

• Certified Scrum Product Owner (CSPO)

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