**Zana Mathuthu, CSM, CSPO**

Philadelphia, PA | (267) 671-4412 | ZanaMathuthu22@gmail.com

**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

Full Stack Web Development Certificate 2021

Columbia Engineering

The Fu Foundation School of Engineering & Applied Science

Certified Scrum Master (CSM)

International SCRUM Institute (Certification ID 33818054800387)

Certified Scrum Product Owner (CSPO)

International SCRUM Institute

**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 7 years of experience bridging business needs with technical solutions, focusing on enterprise solutions. Adept at leading cross-functional teams for impactful projects and complex integrations. Expertise in stakeholder management, requirements elicitation, and data-driven decision-making. Known for communicating technical insights effectively, ensuring high stakeholder satisfaction and driving operational efficiency.

**TECHNICAL SKILLS**

• SQL

• JIRA

• Confluence

• Excel

• MS Visio

• CRM Systems

• SnagIt

• PowerBI

• Tableau

• SharePoint

• Draw.io

• Salesforce

**PROFESSIONAL EXPERIENCE**

Uber Technologies

Philadelphia, PA

Senior Business Analyst (Contractor)

12/2022 - Present

• Collaborate with stakeholders to enhance operational efficiency and map growth areas.

• Translate requirements into deliverables, reducing development rework by 20%.

• Maintain documentation, reducing training time by 30% for new users.

• Partner in Agile-based projects, achieving 95% stakeholder satisfaction.

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

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

UBER TECHNOLOGIES

Business Analyst (Contractor)

03/2020 - 12/2022

• Lead onboarding initiatives, increasing user satisfaction by 15%.

• Enhance service processes, saving $150K annually.

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

• Gather and document requirements, improving project delivery timelines by 20%.

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

• Reduce requirement ambiguities by 25% via effective communication.

• Enhance team productivity by 15% through SME assistance and reducing project roadblocks.

CERTIFICATIONS

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 Design

• Requirements Elicitation

• End User Support

• Data Visualization