**\*\*ZANA\*\* \*\*MATHUTHU\*\*, \*\*CSM\*\*, \*\*CSPO\*\***

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\*\***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, Columbia Engineering, The Fu Foundation School of Engineering & Applied Science (2021)

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\*\***PROFESSIONAL** **SUMMARY**\*\*

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\*\***EXPERIENCE**\*\*

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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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\*\***PROFESSIONAL** **EXPERIENCE**\*\*

Uber Technologies | Philadelphia, \*\*PA\*\*

Senior Business Analyst (Contractor) | 12/2022 - Present

• Collaborate independently with business stakeholders and various 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 application and operational deliverables, including user stories, acceptance criteria, and process flows, reducing development rework by 20%.

• Develop and maintain comprehensive business process documentation—including policies, procedures, user guides, and job aids—resulting in a 30% reduction in training time for new users.

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\*\***PROJECTS**\*\*

• Prepare detailed reports, presentations, modeling documentation and briefing materials as needed for presentations and sharing technical knowledge to business leaders involved.

• Facilitate requirements-gathering meetings with cross-functional teams, successfully identifying critical business needs that resulted in a 20% increase in operational efficiency.

• Conduct user acceptance tests (\*\***UAT**\*\*) to identify bottlenecks and defects, reducing post-production issues by 35% and saving an estimated $200K annually in potential rework costs.

• Provide detailed process improvement recommendations that streamline workflows and support the implementation of application enhancements, increasing productivity by 18% across departments.

• Attend and participate heavily in daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.

Uber Technologies | Philadelphia, \*\*PA\*\*

Business Analyst (Contractor) | 03/2020 - 12/2022

• Lead onboarding initiatives for healthcare partnerships and logistics teams, ensuring seamless integration of services that contributed to a 15% increase in user satisfaction ratings.

• Coordinated with delivery teams to enhance service processes, achieving operational excellence and saving over $150K annually by reducing inefficiencies.

• Utilized analytics and reporting tools to monitor project performance, providing actionable insights that improved decision-making and boosted delivery timelines by 22%.

• Utilized the Salesforce platform, design approach, configuration and integration; Revenue Cloud/\*\***CPQ**\*\*

• Worked with project teams and interfaced with clients and stakeholders to gather and document business needs, functional, and non-functional requirements for system changes, contributing to a 20% improvement in project delivery timelines.

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\*\***PROJECTS**\*\*

• Facilitated meetings with users for elicitation and review of requirements, user stories, acceptance criteria, and other artifacts, resulting in a 25% reduction in requirement ambiguities and improved communication with technical teams.

• Provided Subject Matter Expert (\*\***SME**\*\*) assistance to team members by project 4, enhancing team productivity by 15% and reducing project roadblocks.

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\*\***PROJECTS**\*\*

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\*\***CERTIFICATIONS**\*\*

• Certified Scrum Master (\*\***CSM**\*\*)

• Certified Scrum Product Owner (\*\***CSPO**\*\*)

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\*\***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