**Zana Mathuthu, CSM, CSPO**

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**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. 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. Known for effectively communicating technical insights to non-technical audiences and a commitment to continuous improvement and upskilling.

**TECHNICAL SKILLS**

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

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)

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

- Translate functional and non-functional requirements into deliverables, reducing development rework by 20%.

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

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

- Facilitate requirements-gathering meetings with cross-functional teams, increasing operational efficiency by 20%.

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

- Provide process improvement recommendations to streamline workflows, increasing productivity by 18%.

- Actively participate in daily scrum meetings, sprint reviews, and retrospectives.

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

Business Analyst (Contractor)

- Lead onboarding for healthcare partnerships, increasing user satisfaction ratings by 15%.

- Enhanced service processes, saving over $150K annually in inefficiencies.

- Monitored project performance using analytics, boosting delivery timelines by 22%.

- Worked with Salesforce, improving project delivery timelines by 20%.

- Monitored projects through SDLC using Agile/SCRUM methodologies.

- Facilitated user meetings, reducing requirement ambiguities by 25%.

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

**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

Full Stack Web Development Certificate 2021

Columbia Engineering, The Fu Foundation School of Engineering & Applied Science

CERTIFICATIONS

Certified Scrum Master (CSM)

International SCRUM Institute

Certification ID 33818054800387

Certified Scrum Product Owner (CSPO)

International SCRUM Institute