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

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\*\***EDUCATION**\*\*

Bachelor of Arts (**B.A**), Ursinus College

Full Stack Web Development Certificate 2021, Columbia Engineering, The Fu Foundation School of Engineering & Applied Science

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

Certified Scrum Master (\*\***CSM**\*\*), International \*\***SCRUM**\*\* Institute (Certification \*\***ID**\*\* 33818054800387)

Certified Scrum Product Owner (\*\***CSPO**\*\*), International \*\***SCRUM**\*\* Institute

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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

• Draw.io

• Salesforce

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

Senior Business Analyst (Contractor)

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

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, reducing development rework by 20%.

• Develop and maintain comprehensive business process documentation, resulting in a 30% reduction in training time for new users.

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

• Facilitate requirements-gathering meetings, resulting in a 20% increase in operational efficiency.

• Conduct user acceptance tests (\*\***UAT**\*\*) to reduce post-production issues by 35%, saving an estimated $200K annually.

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

• Participate heavily in daily scrum meetings, sprint reviews, and retrospectives.

Business Analyst (Contractor)

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

03/2020 - 12/2022

• Lead onboarding initiatives, ensuring seamless integration and a 15% increase in user satisfaction ratings.

• Enhanced service processes, saving over $150K annually by reducing inefficiencies.

• Provided actionable insights boosting delivery timelines by 22%.

• Utilized Salesforce for design, configuration, and integration, improving project timelines by 20%.

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

• Facilitated meetings improving communication and reducing requirement ambiguities by 25%.

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

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

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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