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"optimizedContent": "ZANA MATHUTHU, CSM, CSPO\n\nPHILADELPHIA, PA | (267) 671-4412 | ZanaMathuthu22@gmail.com\n\nPROFESSIONAL SUMMARY\n\nResults-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. My background includes designing streamlined workflows, optimizing systems, analyzing competitor data, and leveraging tools like Jira, Confluence, Excel, PowerBI, and SQL to ensure scalable and efficient outcomes. Known for the ability to communicate technical insights to non-technical audiences, successfully navigated competing priorities to meet stakeholder goals and exceed expectations. Passionate about solving complex challenges with a client-centric mindset and commitment to continuous improvement and upskilling quarterly.\n\nAREAS OF EXPERTISE\n\n• Customer Relationship Management\n• User Acceptance Testing\n• Project Management\n• Data Analysis\n• Agile Methodology\n• Waterfall Methodology\n• Wireframe\n• Requirements Elicitation\n• End User Support\n• Data Visualization\n\nPROFESSIONAL EXPERIENCE\n\nUber Technologies | Philadelphia, PA\nSenior Business Analyst (Contractor) | 12/2022 - Present\n\n• Collaborate independently with business stakeholders and leaders to define processes, identify gaps, and map out growth areas in operational efficiency.\n• Translate functional and non-functional requirements into actionable deliverables including user stories and process flows, reducing development rework by 20%.\n• Develop business process documentation resulting in a 30% reduction in training time for new users.\n• Partner with project managers to track and manage Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.\n• Prepare detailed reports, presentations, and modeling documentation for technical knowledge sharing.\n• Facilitate requirements-gathering meetings, increasing operational efficiency by 20%.\n• Conduct user acceptance tests to identify bottlenecks, reducing post-production issues by 35%.\n• Provide process improvement recommendations, increasing productivity by 18% across departments.\n• Participate actively in daily scrum meetings and other Agile ceremonies.\n\nUber Technologies | Philadelphia, PA\nBusiness Analyst (Contractor) | 03/2020 - 12/2022\n\n• Lead onboarding initiatives for healthcare partnerships, contributing to a 15% increase in user satisfaction.\n• Enhance service processes achieving operational excellence, saving over $150K annually.\n• Utilize analytics tools to provide insights, boosting delivery timelines by 22%.\n• Work with project teams to gather and document requirements, improving delivery timelines by 20%.\n• Oversee projects using Agile/SCRUM methodologies, ensuring a 95% on-time delivery rate.\n• Facilitate meetings to refine requirements, reducing ambiguities by 25%.\n• Provide SME assistance to team members, enhancing productivity by 15%.\n• Shadowed a senior business analyst to quickly acclimate to projects with external clients.\n\nTECHNICAL SKILLS\n\n• SQL\n• JIRA\n• Confluence\n• Excel\n• MS Visio\n• CRM Systems\n• SnagIt\n• PowerBI\n• Tableau\n• SharePoint\n• Draw.io\n• Salesforce\n\nEDUCATION\n\nBachelor of Arts (B.A), Ursinus College\n\nCERTIFICATIONS\n\nCertified Scrum Master (CSM), International SCRUM Institute (Certification ID 33818054800387)\n\nCertified Scrum Product Owner (CSPO), International SCRUM Institute\n\nFull Stack Web Development Certificate, Columbia Engineering, The Fu Foundation School of Engineering & Applied Science, 2021",

"improvements": [

"Removed unnecessary formatting and page numbers",

"Corrected structure and section titles capitalization",

"Combined duplicate technical skills list for clarity",

"Optimized wording for clarity and conciseness",

"Ensured consistent, professional presentation of achievements"

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