**## \*\*[Your Name]\*\***

[Your Address, City, State ZIP] | [Phone Number] | [Email Address]

## EDUCATION

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

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

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

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

## PROFESSIONAL SUMMARY

Results-driven Senior Business Analyst with over 7 years of experience in translating business needs into technical solutions, focusing on enterprise solutions. Skilled in leading cross-functional teams for impactful project delivery, stakeholder management, and data-driven decision-making. Expert in using tools like Jira, Confluence, Excel, PowerBI, and SQL to optimize systems and deliver scalable outcomes. Known for effectively communicating technical insights to non-technical audiences, consistently meeting stakeholder goals and enhancing operational efficiency.

## TECHNICAL SKILLS

SQL, JIRA, Confluence, Excel, MS Visio, CRM Systems, SnagIt, PowerBI, Tableau, SharePoint, Salesforce

## PROFESSIONAL EXPERIENCE

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

\*Senior Business Analyst (Contractor)\*

12/2022 - Present

- Collaborate with stakeholders to define processes, identify gaps, and improve operational efficiency.

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

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

- Partner with project managers to ensure on-time delivery for 10+ Agile SDLC projects, achieving a 95% satisfaction rate.

- Facilitate requirements-gathering meetings, increasing operational efficiency by 20%.

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

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

- Active participant in daily scrum meetings and agile ceremonies.

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

\*Business Analyst (Contractor)\*

03/2020 - 12/2022

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

- Enhance service processes, saving over $150K annually by reducing inefficiencies.

- Utilize analytics tools for project monitoring, boosting delivery timelines by 22%.

- Work with Salesforce for design and integration, improving project delivery timelines by 20%.

- Manage SDLC projects using Agile/SCRUM, ensuring 95% on-time completion.

- Facilitate user meetings for requirements, reducing ambiguities by 25%.

- Serve as SME, enhancing team productivity by 15% and reducing roadblocks.

- Shadow a senior analyst, quickly acclimating to projects and stakeholder collaboration.

## PROJECTS

\*Analytics Dashboard Development\* | Philadelphia, PA | 06/2022 - 11/2022

\*Lead Developer\*

- Led the development of a comprehensive analytics dashboard to streamline data visualization for corporate decision-makers, reducing data processing time by 30%.

- Technologies used: SQL, PowerBI, Excel

- [Link to project](http://example.com)

## LINKEDIN

[Your LinkedIn Profile URL]