**John Doe**

Phone | Email

**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 7 years of experience bridging the gap between business needs and technical solutions, specializing in enterprise solutions. Proven expertise in leading cross-functional teams, stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and drive operational efficiency. Adept at designing streamlined workflows, optimizing systems, and analyzing competitor data. Skilled in using Jira, Confluence, Excel, PowerBI, and SQL for scalable outcomes. Recognized for effectively communicating technical insights to non-technical audiences, meeting stakeholder goals, and exceeding expectations.

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 with business stakeholders to define processes, identify operational gaps, and map growth areas, enhancing efficiency.

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

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

- Manage Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.

- Facilitate meetings identifying critical business needs, increasing operational efficiency by 20%.

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

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

- Participate in daily scrum meetings and sprints, ensuring effective project delivery.

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

Business Analyst (Contractor)

- Led onboarding initiatives for healthcare partnerships, enhancing user satisfaction by 15%.

- Coordinated with delivery teams, saving over $150K annually by reducing inefficiencies.

- Utilized analytics tools to provide insights, boosting delivery timelines by 22%.

- Gathered functional requirements, improving project timelines by 20%.

- Monitored projects using Agile methodologies, achieving a 95% on-time delivery rate.

- Facilitated meetings, reducing requirement ambiguities by 25%.

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

**TECHNICAL SKILLS**

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

**EDUCATION**

Bachelor of Arts (B.A), Ursinus College

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

CERTIFICATIONS

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

Certified Scrum Product Owner (CSPO), International SCRUM Institute