**ZANA MATHUTHU, CSM, CSPO**

PHILADELPHIA, PA | (267) 671-4412 | ZanaMathuthu22@gmail.com

**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

Certified Scrum Master (CSM)

International SCRUM Institute

(Certification ID 33818054800387)

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 bridging the gap between business needs and technical solutions, with a focus 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 successfully navigating competing priorities.

**TECHNICAL SKILLS**

• SQL

• JIRA

• Confluence

• Excel

• PowerBI

• MS Visio

• CRM Systems

• SnagIt

• Tableau

• SharePoint

• Draw.io

• Salesforce

**PROFESSIONAL EXPERIENCE**

Uber Technologies 12/2022 - Present

Philadelphia, PA

Senior Business Analyst (Contractor)

• 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 deliverables, reducing development rework by 20%.

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

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

• Prepare detailed reports and presentations as needed for business leaders.

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

• Conduct user acceptance tests (UAT) to identify bottlenecks, reducing post-production issues by 35% and saving $200K annually.

• Provide process improvement recommendations that increase productivity by 18%.

• Attend daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.

Uber Technologies 03/2020 - 12/2022

Philadelphia, PA

Business Analyst (Contractor)

• Lead onboarding initiatives, contributing to a 15% increase in user satisfaction ratings.

• Coordinated with delivery teams to achieve operational excellence, saving over $150K annually.

• Utilized analytics tools to monitor project performance, boosting delivery timelines by 22%.

• Worked with project teams and stakeholders to gather and document requirements, improving project delivery timelines by 20%.

• Monitored projects using Agile/SCRUM methodologies, ensuring a 95% on-time delivery rate.

• Facilitated user requirement meetings that reduced ambiguities by 25%.

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

CERTIFICATIONS

• Certified Scrum Master (CSM), International SCRUM Institute

• Certified Scrum Product Owner (CSPO), International SCRUM Institute

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