**ZANA MATHUTHU, CSM, CSPO**

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**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 7 years of experience 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. Passionate about solving complex challenges with a client-centric mindset and a commitment to continuous improvement.

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

• Translate functional and non-functional requirements into actionable deliverables like user stories and process flows, reducing development rework by 20%.

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

• Partner with project managers to track Agile-based SDLC projects, ensuring on-time delivery for over 10 initiatives and achieving a 95% stakeholder satisfaction rate.

• Facilitate requirements-gathering meetings with cross-functional teams, increasing operational efficiency by 20%.

• Conduct user acceptance tests to identify bottlenecks, reducing post-production issues by 35%, saving an estimated $200K annually.

• Provide process improvement recommendations that streamline workflows, increasing productivity by 18%.

• Participate actively in daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.

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

Business Analyst (Contractor)

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

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

• Utilized analytics tools, improving decision-making and delivery timelines by 22%.

• Facilitated meetings to review requirements, reducing ambiguities by 25%.

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

**TECHNICAL SKILLS**

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

**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