**PROFESSIONAL SUMMARY**

**Results-driven Senior Business Analyst with over 7 years of experience in bridging business needs and technical solutions, focusing on enterprise solutions. Expert at leading cross-functional teams for impactful projects, including complex integrations. Skilled in stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and drive operational efficiency. Proficient in tools like Jira, Confluence, Excel, PowerBI, and SQL to ensure scalable outcomes. Known for effectively communicating technical insights to non-technical audiences while meeting and exceeding stakeholder expectations. Passionate about solving challenges, I bring a client-centric mindset with 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 to define processes, identify gaps, and map out growth areas in operational efficiency.

- Translate functional and non-functional requirements into deliverables, reducing development rework by 20%.

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

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

- Prepare detailed reports and presentations for business leaders.

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

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

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

- Actively participate in daily scrum meetings, sprint reviews, and retrospectives.

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

Business Analyst (Contractor)

- Led onboarding initiatives, contributing to a 15% increase in user satisfaction ratings.

- Coordinated with teams to enhance processes, saving over $150K annually.

- Provided insights through analytics, improving decision-making and delivery timelines by 22%.

- Worked with Salesforce for system changes, improving project delivery timelines by 20%.

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

- Facilitated meetings to reduce requirement ambiguities by 25%.

- Enhanced team productivity by 15% as a Subject Matter Expert.

- Shadowed a senior business analyst to quickly acclimate to projects.

**TECHNICAL SKILLS**

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

**EDUCATION**

Bachelor of Arts (B.A), Ursinus College

CERTIFICATIONS

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

Certified Scrum Product Owner (CSPO), International SCRUM Institute

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