**Results-driven Senior Business Analyst with over 8 years of experience bridging the gap between business needs and technical solutions, with a recent focus on healthcare technology and 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.**

**My background includes designing streamlined workflows, optimizing systems, analyzing competitor data, and leveraging tools like Jira, Confluence, Excel, PowerBI, and SQL to ensure scalable and efficient outcomes. Known for my ability to communicate technical insights to non-technical audiences, I’ve successfully navigated competing priorities to meet stakeholder goals and exceed expectations.**

**Passionate about solving complex challenges, I bring a client-centric mindset and a commitment to continuous improvement and upskilling quarterly. I am eager to leverage my technical acumen, analytical expertise, and proven leadership to deliver value in a fast-paced, high-impact consulting environment.**

**AREAS OF EXPERTISE**

* Customer Relationship Management - Requirements Elicitation - End User Support – Stakeholder Engagement - Data Visualization
* Agile Methodology - Waterfall Methodology - Wireframe - User Acceptance Testing - Project Management
* Data Analysis - Process Mapping - User Stories - Use Cases

**EXPERIENCE**

Uber technologies 12/2022 - Present

Philadelphia, PA

**Senior Business Analyst (Contractor)**

* Collaborate independently with business stakeholders and users to define concepts and clarify functional and non-functional requirements, ensuring alignment across projects valued at over $5M and improving requirement accuracy by 25%.
* Work with users to translate functional and non-functional requirements into actionable application and operational deliverables, including user stories, acceptance criteria, and process flows, reducing development rework by 20%.
* Develop and maintain comprehensive business process documentation—including policies, procedures, user guides, and job aids—resulting in a 30% reduction in training time for new users.
* Partner with project managers to track and manage Agile-based SDLC projects, ensuring on-time delivery for 10+ initiatives and achieving a 95% stakeholder satisfaction rate.
* Prepare detailed reports, presentations, modeling documentation and briefing materials as needed for presentations and sharing technical knowledge to business leaders involved.
* Facilitate requirements-gathering meetings with cross-functional teams, successfully identifying critical business needs that resulted in a 20% increase in operational efficiency.
* Conduct user acceptance tests (UAT) to identify bottlenecks and defects, reducing post-production issues by 35% and saving an estimated $200K annually in potential rework costs.
* Provide detailed process improvement recommendations that streamline workflows and support the implementation of application enhancements, increasing productivity by 18% across departments.
* Attend and participate heavily in daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.

UBER TECHNOLOGIES 03/2020 - 12/2022

Philadelphia, PA

**Associate Business Analyst (Contractor)**

* Lead onboarding initiatives for healthcare partnerships and logistics teams, ensuring seamless integration of services that contributed to a 15% increase in user satisfaction ratings.
* Coordinated with delivery teams to enhance service processes, achieving operational excellence and saving over $150K annually by reducing inefficiencies.
* Utilized analytics and reporting tools to monitor project performance, providing actionable insights that improved decision-making and boosted delivery timelines by 22%.
* Utilized the Salesforce platform, design approach, configuration and integration; Revenue Cloud/CPQ
* Worked with project teams and interfaced with clients and stakeholders to gather and document business needs, functional, and non-functional requirements for system changes, contributing to a 20% improvement in project delivery timelines.
* Monitored projects throughout the SDLC process using Agile/SCRUM methodologies, ensuring successful completion of 6 initiatives with a 95% on-time delivery rate.
* Facilitated meetings with users for elicitation and review of requirements, user stories, acceptance criteria, and other artifacts, resulting in a 25% reduction in requirement ambiguities and improved communication with technical teams.
* Provided Subject Matter Expert (SME) assistance to team members by project 4, enhancing team productivity by 15% and reducing project roadblocks.
* Shadowed a senior business analyst for 1 month to quickly get acclimated to projects with external clients and begin working with stakeholders.

GENESIS HEALTHCARE 12/2016 – 01/2020

Philadelphia, PA

**Senior Business Analyst (Contractor)**

* Collaborated directly with clinical, operational, and IT stakeholders at Genesis HealthCare to define and refine functional and non-functional requirements across enterprise-wide healthcare systems, contributing to initiatives valued over $5M and improving requirement clarity by 25%.
* Translated user needs from frontline healthcare staff and administrators into detailed user stories, process flows, and acceptance criteria, reducing development rework by 20% through clearer documentation and aligned expectations.
* Created and maintained business process documentation, including SOPs, policies, job aids, and training guides—resulting in a 30% decrease in onboarding time for staff across care delivery units.
* Partnered with project managers and cross-functional teams to deliver Agile SDLC projects on time for over 10 concurrent initiatives, achieving a 95% satisfaction score from clinical and executive stakeholders.
* Prepared executive-level reporting, workflow models, and presentation materials to bridge technical insights with business goals, supporting data-driven decisions in patient care coordination, compliance, and system improvements.
* Prepare detailed reports, presentations, modeling documentation and briefing materials as needed for presentations and sharing technical knowledge to business leaders involved.

**TECHNICAL SKILLS**

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | o SQL | o | JIRA | o | Confluence | | o MS Visio | o | CRM Systems | o | SnagIt | | o Tableau | o | Excel | o | SharePoint | | o Salesforce |  |  |  |  | |

**EDUCATION**

**Bachelor of Arts (B.A)**

Ursinus College

Business & Economics

**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