**ZANA MATHUTHU**

zana.mathuthu@gmail.com | (905) 806-5075

**EDUCATION**

**York University - Toronto, ON**

Honours Bachelor of Administrative Studies, Management

September 2018 - April 2022

**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 7 years of experience bridging the gap between business needs and technical solutions, with a recent 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 ability to communicate technical insights to non-technical audiences and navigate competing priorities to meet stakeholder goals.

**TECHNICAL SKILLS**

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

**PROFESSIONAL EXPERIENCE**

**Senior Business Analyst | Bell Canada** Toronto, ON | June 2023 - Present

• Led cross-functional teams to deliver enterprise solutions for telecommunications services

• Collaborated with stakeholders to gather requirements and translate business needs into technical specifications

• Facilitated requirements gathering sessions and stakeholder meetings to ensure project alignment

**Business Analyst | RBC Royal Bank** Toronto, ON | January 2021 - May 2023

• Analyzed complex business processes and identified opportunities for improvement in banking operations

• Developed comprehensive documentation and process flows for regulatory compliance initiatives

• Collaborated with IT teams to implement system enhancements and data analytics solutions

**Junior Business Analyst | Shopify** Ottawa, ON | June 2019 - December 2020

• Supported senior analysts in requirements gathering and documentation for e-commerce platform enhancements

• Conducted user acceptance testing and quality assurance for new feature releases

• Assisted in data analysis and reporting to support business decision-making processes