**ZANA MATHUTHU**

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**EDUCATION**

Ursinus College Collegeville, PA

Bachelor of Arts (B.A), Economics, Statistics 2018

Columbia Engineering - The Fu Foundation School of Engineering & Applied Science

Full Stack Web Development Certificate 2021

**PROFESSIONAL SUMMARY**

Results-driven Senior Business Analyst with over 5 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, and leveraging tools like Jira, Confluence, Tableau, 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.

**TECHNICAL SKILLS**

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

**PROFESSIONAL EXPERIENCE**

**Uber Technologies Philadelphia, PA**

**Senior Business Analyst (Contractor) 12/2022 - Present**

• Develop visually compelling Tableau and PowerPoint presentations that translate complex data into clear, strategic and actionable insights for stakeholders

• Translator and communicator between technology teams and business team, ensuring confidence in understanding of processes being presented

• Collaborate independently with business stakeholders to define concepts and clarify functional requirements, transforming concepts into visualizations

• Work with users to translate requirements into actionable deliverables, reducing development rework by 20%

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

• Partner with project managers to track Agile-based SDLC projects, ensuring on-time delivery for 10+ initiatives

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

**Associate Business Analyst (Contractor) 03/2020 - 12/2022**

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

• Coordinated with delivery teams to enhance service processes, saving over $150K annually by reducing inefficiencies

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

• Worked with project teams to gather business requirements, contributing to 20% improvement in project delivery timelines

• Monitored projects using Agile/SCRUM methodologies, achieving 95% on-time delivery rate for 6 initiatives