**ZANA MATHUTHU**

zmathuthu@yahoo.com | (905) 806-5075

**EDUCATION**

Bachelor of Arts (B.A)

Ursinus College

Economics, Statistics

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

**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.

**AREAS OF EXPERTISE**

User Acceptance Testing • Project Management • Data Analysis • Agile Methodology • Waterfall Methodology • Wireframe • Requirements Elicitation • End User Support • Data Visualization

**EXPERIENCE**

**Uber technologies 12/2022 - Present**

Philadelphia, PA

**Senior Business Analyst (Contractor)**

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

• Translator and communicator between the technology teams and the business team, ensuring confidence in understanding of the processes being presented. Holder of master files. Frequent meetings, analyzing aggregated data, model building, and sharing suggestions for improvement.

• Collaborate independently with business stakeholders and users to define concepts and clarify functional and non-functional requirements, transforming the concepts into visualizations in the form of PowerPoint presentations, business process models, and using whichever analytics tool is required to share needs, reports, insights, and updates.

• 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 share 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, accredited to documentation success and clearly depicting needs through visuals and presentations.

• 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.

**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.

**TECHNICAL SKILLS**

o SQL

o JIRA

o Confluence

o MS Visio

o CRM Systems

o SnagIt

o Tableau

o Excel

o Slack

o Salesforce