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{

"optimizedContent": "ZANA MATHUTHU, CSM, CSPO\n\nPHILADELPHIA, PA | (267) 671-4412 | ZanaMathuthu22@gmail.com\n\nPROFESSIONAL SUMMARY\n\nResults-driven Senior Business Analyst with over 7 years of experience bridging the gap between business needs and technical solutions, focusing on enterprise solutions. Adept at leading cross-functional teams for delivering impactful projects, including complex integrations. Expertise in stakeholder management, requirements elicitation, and data-driven decision-making to enhance user experiences and drive operational efficiency. Skilled in designing streamlined workflows, optimizing systems, and leveraging tools like Jira, Confluence, Excel, PowerBI, and SQL for scalable and efficient outcomes. Known for communicating technical insights to non-technical audiences and meeting stakeholder goals.\n\nAREAS OF EXPERTISE\n\n• Customer Relationship Management\n• User Acceptance Testing\n• Project Management\n• Data Analysis\n• Agile Methodology\n• Waterfall Methodology\n• Wireframe\n• Requirements Elicitation\n• End User Support\n• Data Visualization\n\nPROFESSIONAL EXPERIENCE\n\nUber Technologies | Philadelphia, PA\nSenior Business Analyst (Contractor) | 12/2022 - Present\n\n• Collaborate independently with business stakeholders and leaders to define processes, identify gaps, and enhance operational efficiency.\n• Translate functional and non-functional requirements into actionable deliverables, reducing development rework by 20%.\n• Develop business process documentation, reducing training time for new users by 30%.\n• Partner with project managers to manage Agile SDLC projects, achieving on-time delivery for over 10 initiatives and a 95% stakeholder satisfaction rate.\n• Facilitate requirements-gathering meetings, identifying critical business needs and increasing operational efficiency by 20%.\n• Conduct user acceptance tests, reducing post-production issues by 35% and saving $200K annually.\n• Provide process improvement recommendations, increasing productivity by 18%.\n• Participate in daily scrum meetings, sprint reviews, retrospectives, and backlog refinement.\n\nUber Technologies | Philadelphia, PA\nBusiness Analyst (Contractor) | 03/2020 - 12/2022\n\n• Lead onboarding initiatives for healthcare partnerships, contributing to 15% increase in user satisfaction ratings.\n• Enhance service processes, saving over $150K annually by reducing inefficiencies.\n• Utilize analytics and reporting tools to improve decision-making and boost project timelines by 22%.\n• Work with project teams to document business needs, improving project delivery timelines by 20%.\n• Monitor projects using Agile/SCRUM methodologies, ensuring successful completion of 6 initiatives with a 95% on-time delivery rate.\n• Facilitate meetings to reduce requirement ambiguities by 25%.\n• Provide Subject Matter Expert assistance to enhance team productivity by 15%.\n• Quickly acclimated to projects with external clients after shadowing a senior business analyst.\n\nTECHNICAL SKILLS\n\n• SQL\n• JIRA\n• Confluence\n• Excel\n• PowerBI\n• MS Visio\n• CRM Systems\n• SnagIt\n• Tableau\n• SharePoint\n• Draw.io\n• Salesforce\n\nEDUCATION\n\nBachelor of Arts (B.A), Ursinus College\n\nCERTIFICATIONS\n\nCertified Scrum Master (CSM), International SCRUM Institute\nCertified Scrum Product Owner (CSPO), International SCRUM Institute\nFull Stack Web Development Certificate, Columbia Engineering, The Fu Foundation School of Engineering & Applied Science\n\n",

"improvements": [

"Structured the resume in a clean, professional format.",

"Corrected inconsistent bullet point style and listed them uniformly.",

"Consolidated unnecessary line breaks and symbols for a clean appearance.",

"Organized technical skills into a single cohesive list for better readability.",

"Refined language for clarity while maintaining original details.",

"Merged duplicated content and sections, such as technical skills and projects."

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