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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 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. Experienced in designing streamlined workflows, optimizing systems, analyzing competitor data, and leveraging tools like Jira, Confluence, Excel, PowerBI, and SQL to ensure scalable outcomes. Known for effectively communicating technical insights to non-technical audiences, navigating competing priorities to meet stakeholder goals. Passionate about solving complex challenges with a client-centric mindset and a commitment to continuous improvement.\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• Collaborated with business stakeholders to define processes, identify gaps, and map out growth areas for operational efficiency.\n• Translated functional requirements into deliverables, reducing development rework by 20%.\n• Developed business process documentation, resulting in a 30% reduction in training time for new users.\n• Managed Agile-based SDLC projects, achieving a 95% stakeholder satisfaction rate.\n• Conducted UAT to identify bottlenecks and defects, reducing post-production issues by 35% and saving $200K annually.\n• Provided process improvement recommendations, increasing productivity by 18% across departments.\n\nUber Technologies, Philadelphia, PA\nBusiness Analyst (Contractor) | 03/2020 - 12/2022\n\n• Led onboarding initiatives for partnerships, contributing to a 15% increase in user satisfaction.\n• Enhanced service processes, saving over $150K annually by reducing inefficiencies.\n• Provided actionable insights that boosted delivery timelines by 22%.\n• Gathered and documented business needs, contributing to a 20% improvement in project delivery timelines.\n• Ensured successful completion of 6 initiatives with a 95% on-time delivery rate.\n• Enhanced team productivity by 15% and reduced project roadblocks.\n\nTECHNICAL SKILLS\n\n• SQL\n• JIRA\n• Confluence\n• Excel\n• MS Visio\n• CRM Systems\n• SnagIt\n• PowerBI\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",

"improvements": [

"Structured the resume into clear sections with headers.",

"Added bullet points to list structured achievements and responsibilities.",

"Condensed and refined the professional summary for clarity and impact.",

"Organized technical skills and certifications into a clean list format.",

"Removed extraneous formatting and text for a streamlined appearance."

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