

RAYAH SHAIKH

Johns Creek, GA

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CONSULTING PERFORMANCE ANALYST

Dynamic, accomplished **Consulting Performance Analyst** with the educational background and proven work ethic to understand client needs and provide superior analytic and technology solutions. Known for delivering excellent service in fast-paced environments, with the skillset to advise on best practices, solve complex problems, analyze data, handle research and reporting, and more. Out-of-the-box thinker who is committed to maintaining strong client relationships and delivering outstanding results.

Exemplary educational qualifications include a BBA in Management Information Systems from the University of Georgia.

SKILLS & EXPERTISE

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|---------------------------|---------------------------|-----------------------|
| ▪ Consulting | ▪ Data Analysis | ▪ Process Improvement |
| ▪ Performance Development | ▪ Client Relations | ▪ Needs Assessments |
| ▪ Complex Problem-Solving | ▪ Communication/Reporting | ▪ New Technologies |

PROFESSIONAL EXPERIENCE

GEORGIA DEPARTMENT OF TRANSPORTATION | 2020 – PRESENT

Software Support Specialist

Deliver exceptional results as application administrator, all while handling account setup, ticket management, and issue resolution. Provide trusted assistance to new hires and facilitate improvements to processes and service procedures.

- Helped users and provide updates, exceeding performance goals within a fast-paced, high-stress workplace.
- Sought as a subject matter expert to troubleshoot for consultants and vendors, increasing satisfaction ratings.
- Demonstrated technical expertise while utilizing an Oracle database, SQL queries, and other proprietary systems.

HALCO LIGHTING | 2018 – 2019

Product Development/IT Intern

Generated custom informational guides for employees, arranged Voice-of-Customer surveys, aggregated data, and presented analysis. Excelled as a key component to product planning and overall market strategy with a cross-functional team.

- Offered well-received ideas for a dashboard to assess productivity and enable process improvement.
- Provided complete IT technical support to customers and ranked amongst the top of all interns for service scores.
- Leveraged data analytics software and expanded expertise at every opportunity with new systems and technologies.
- Prepared a competitor analysis for the project's PM examining strengths/weaknesses, legal, and services of competition. Effort utilized as a template for future analytic products and in new hire training programs.

RESPECTFUL WAYS | 2017

Technology Intern

Crafted specialized educational curricula for children grades P-12 that incorporated lesson plans and activities, demonstrating knowledge of learning techniques and instructional methodologies.

- Improved methods for editing HTML and CSS on Shopify to update product listings, upload new offerings, and organize site structure. Increased organizational coordination and uncovered new avenues to streamline procedures.

Additional Experience: University of Georgia, Teacher's Assistant / Tutor Troops, Academic Tutor

EDUCATION

University of Georgia: 2019 – *Bachelor of Business Administration – Management Information Systems*

- **Awards/Honors:** HOPE Scholarship; Dean's List
- **Relevant Projects:** Underpriced Furniture – SQL Database Implementation Consulting / Terry College of Business Internship Application Process (streamlining via new application & database)

Additional Training: MS SQL Server 2019 Essential Training (LinkedIn) / Learning Cloud Computer: Core Concepts (Lynda.com) / GoLeanSixSigma.com Yellow Belt

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS

Microsoft Office, Java, SQL, Tableau, HTML, CSS, ServiceNow, TeamViewer