

# GERTA MALAJ

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## EDUCATION

### MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT)

#### Master of Engineering in Logistics, Supply Chain Management

- Graduate Fellowship Award

Cambridge, MA

August 2016 - June 2017

### WELLESLEY COLLEGE

#### Bachelors of Arts, Mathematics | Minor in Economics

- General GPA 3.46/4.00 | Mathematics GPA 3.53/4.00 | GMAT 740/800 (97<sup>th</sup> percentile)

Wellesley, MA

August 2009 – May 2013

## PROFESSIONAL EXPERIENCE

### SALARY.COM

#### Professional Services Consultant

Wellesley, MA

February 2016 – August 2016

- Served as principal point of contact and primary face of compensation management software platform for 230+ clients, ranging from business enterprises to city governments. Supported over three times the average client portfolio of 70. Led implementation and on-going software trainings. Ensured exceptional client satisfaction through 2000+ training calls.
- Proactively took on product improvement to maximize client satisfaction and retention; devised actionable plans for implementation. Conducted user research and identified product shortfalls, ideated functionality and design solutions, and collaborated with product manager for execution. Drove development of improved solutions for a critical module in coordination with engineering team.

### TIMEALIGN APP

#### Founder and Head of Product

Cambridge, MA

April 2016 - Present

- Drive strategic vision, UI/UX design, and marketing, and manage technical development for a personal timeline mobile app that optimizes the time one spends with others.

### INTERNATIONAL BUSINESS MACHINES (IBM)

#### Senior Product Support Specialist

Littleton, MA

October 2013 – February 2016

- Expertly managed simultaneous roles in implementation and product support during 12-month period of team turnover. Achieved unprecedentedly rapid expertise in the role. Took over part of supervisor's responsibilities, increasing her productivity by 20%. Fully integrated 50+ newly acquired clients to become self-sufficient with product. Established excellent business relationships.
- Created Mosaic, a virtual community and digital library of documents that facilitates client interactions; proactively pursued solution to boost personal and team efficiency, improved and increased team knowledge sharing.
- Identified inaccuracies in market data analysis affecting client's budgeting and compensation; devised mathematical solution; crafted document detailing the solution and trained co-workers on the method; provided prompt resolution for high-priority client.

### DDJ CAPITAL MANAGEMENT

#### Performance Associate

Waltham, MA

July 2013 – October 2013

- Carried out and administered performance measurements, portfolio analytics, business development, and client services.

## LEADERSHIP EXPERIENCE

### BABSON - OLIN - WELLESLEY (BOW) CONSULTING

#### Consultant

Wellesley, MA

January 2013 - May 2013

- Identified opportunities to apply Bayesian probability to improve procedures for Fortune 500 company, Boston Scientific.

### CENTRAL BANK OF ALBANIA

#### Research Intern at the Department of Research

Tirane, ALBANIA

December 2012 – January 2013

- Spearheaded and prepared a study on the performance of Albanian enterprises by conducting quantitative research using STATA.

### IVY INSIDERS & REVOLUTION PREP

#### Branch Manager & Head Instructor

Cambridge, MA

May 2010 – August 2010

- Started and managed a profitable international SAT prep branch. Acquired entrepreneurial, business, and teaching skills.

## ADDITIONAL

- Languages: English & Albanian - fluent; Italian & Spanish - intermediate; French & German - elementary; Korean - beginner
- Technical Skills: MySQL, Tableau, STATA, Microsoft Office Suite
- Founder and Organizer of the group Community for Impactful Apps on Meetup.com
- Volunteer at Big Sister of Boston
- Tax Assistant Intern at Deloitte Consulting

April 2016 - Present

November 2015 – Present

December 2011 – January 2012