Ayda Rajab

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82 Bank St New York, NY 10014

EDUCATION

University of Miami Herbert Business School   Miami, FL
    Master of Healthcare Administration   Dec 2021
The Catholic University of America   Washington, DC
    Bachelor of Science in Biomedical Engineering   May 2020

PROFESSIONAL EXPERIENCE

Key Autism Services   *Miami, FL*
  Business/Tech Analyst   *May 2023 - Present*

- Serve as a strategic liaison between business leaders and technical teams to gather, define, and translate complex system and reporting needs.
- Consult with cross-functional users to evaluate system limitations, identify gaps, and propose solutions grounded in operational insights and industry standards.
- Support system changes from requirements gathering through implementation, ensuring alignment with business goals.
- Build, automate, and maintain dashboards and reports for senior stakeholders to support strategic planning and risk assessment.
- Act as a subject matter resource on internal tools and processes, mentoring newer analysts and championing process improvements.

Accenture Federal Services   *San Antonio, TX*
  Quality Engineering Analyst   *August 2022 – May 2023*

- Led system testing and quality initiatives for large-scale federal technology projects with limited supervision, ensuring regulatory and business alignment.
- Consulted on automation strategies and tools, improving CI/CD pipelines and reducing time to deployment.
- Analyzed complex technical and functional requirements, identifying potential business impacts and risks early in development cycles.

  Test Automation Engineering Associate   *August 2021 - August 2022*

- Defined test plans and scenarios based on functional specifications and user needs, contributing to stable system rollouts.
- Facilitated coordination across project teams and acted as a key contact point between developers and business analysts.
- Promoted compliance, transparency, and quality assurance through structured documentation and stakeholder reporting.

TECHNICAL/PROFESSIONAL SKILLS

Data Analysis & Reporting: Advanced Microsoft Excel (pivot tables, Power Query, formulas), SQL (intermediate): data extraction, transformation, and validation, Tableau (intermediate): dashboard design, data visualization, Power BI, Retool, Microsoft 365, Power Automate
Business & Systems Analysis: Requirements gathering, gap analysis, stakeholder interviews, Functional specifications, user story documentation, Business process improvement, system implementation support, QA testing (manual & automated), root cause analysis
Technical Proficiencies:, Selenium WebDriver, Maven, Jenkins, JIRA, Java, JavaScript, Python (Pandas), Git, RESTful APIs
Professional Competencies: Risk assessment and mitigation, Cross-functional collaboration and communication, Strategic problem-solving and critical thinking, Project coordination with limited supervision, Coaching and mentoring junior team members
Industry Knowledge: Experience working with regulated environments (Federal Services, Healthcare), Familiarity with systems lifecycle in risk-sensitive domains

CERTIFICATIONS & INTERESTS

Languages: Fluent in Spanish; Conversational Proficiency in Portuguese
Certificates: Lean Six Sigma Green Belt, Dr. Howard Gitlow (November 2020)
Interests: Healthcare delivery system, Cryptic-Crosswords, Engineering literature reviews, Ethnic cuisines, Intercultural learning