

# Ayda Rajab

aydarajab32@gmail.com | (305) 439 - 4010 | www.linkedin.com/in/ayda-rajab

## **EDUCATION**

**University of Miami Herbert Business School**

Master of Healthcare Administration

Miami, FL

Dec 2021

**The Catholic University of America**

Bachelor of Science in Biomedical Engineering

Washington, DC

May 2020

## **PROFESSIONAL EXPERIENCE**

**Key Autism Services**

*Miami, FL*

**Senior Developer/Tech Analyst**

*May 2023 - Present*

- Gathered and translated business requirements into detailed technical specifications, working closely with engineering teams to ensure alignment with organizational goals.
- Led system testing, quality assurance, and implementation of system enhancements. Achieved a 99% success rate in error-free deployments.
- Developed and maintained dashboards and workflows using Microsoft Power Platform (Power BI, Power Automate, SharePoint). Automated reporting processes, saving over 30 hours per month.
- Built and optimized complex SQL queries and managed database structures to support real-time reporting and analytics needs, improving query efficiency and data retrieval times.
- Collaborated with leadership and end users to capture evolving business needs, driving user-focused system improvements and higher adoption rates.
- Produced actionable reports and interactive data visualizations for leadership, improving decision-making by providing clearer operational insights.
- Utilized programming skills, including Python scripting, to automate data workflows and enhance system functionality.
- Led a cross-functional team of 4 (including data analysts and engineers) in an Agile environment to design and implement MySQL-based data pipelines and Power BI dashboards. Improved reporting delivery times by 35%, enabling faster data-driven decision-making across operations.

**Accenture Federal Services**

*San Antonio, TX*

**Quality Engineering Analyst**

*August 2022 – May 2023*

- Developed and executed comprehensive test plans, test cases, and automated scripts across multiple browsers, devices, and platforms.
- Identified, documented, and managed software defects through to resolution by collaborating closely with development teams, improving release quality.
- Conducted functional, regression, usability, and compatibility testing to ensure new features met business requirements and user expectations.
- Supported test automation initiatives by creating and maintaining testing frameworks using Selenium and JMeter.
- Performed root cause analysis and risk assessments early in the development lifecycle to address quality issues, preventing defects from reaching production.
- Collaborated with cross-functional teams (including developers) to refine testing strategies and enhance product quality.
- Maintained QA documentation and contributed to continuous improvement initiatives, driving enhancements in testing processes.

**Test Automation Engineering Associate**

*August 2021 - August 2022*

- Developed and executed automated test scripts for functional, non-functional, and regression testing, ensuring comprehensive test coverage.
- Reported and tracked defects, collaborating with developers to resolve issues promptly.
- Enhanced test automation frameworks by developing scripts using Selenium and JMeter in Java, Python, and JavaScript, improving testing efficiency.
- Analyzed test results and applied QA best practices to ensure high-quality releases.
- Partnered with cross-functional teams to align testing efforts with project goals and timelines.

## **TECHNICAL/PROFESSIONAL SKILLS**

**Data Analysis & Reporting:** Advanced Microsoft Excel (pivot tables, Power Query, formulas); SQL (intermediate) for data extraction, transformation, and validation; Tableau (intermediate) and Power BI for dashboard design and data visualization; Retool; Microsoft 365; Power Automate

**Technical Proficiencies:** Selenium WebDriver; Maven; Jenkins; JIRA; Java; JavaScript; Python (Pandas); Git; RESTful APIs

## **CERTIFICATIONS & INTERESTS**

**Languages:** Fluent in Spanish; Conversational Proficiency in Portuguese

**Certificates:** Lean Six Sigma Green Belt, Dr. Howard Gitlow (November 2020)