

Ayda Rajab

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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

Senior Developer/Tech Analyst

Miami, FL

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 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)