

Ayda Rajab

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

82 Bank St New York, NY 10014

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

Business/Tech Analyst

May 2023 - Present

- Gathered and translated business requirements into detailed technical specifications for developers, ensuring alignment with organizational goals.
- Led system testing, quality assurance, and implementation of enhancements, achieving a 99% success rate in error-free deployments.
- Developed and maintained dashboards and workflows using Microsoft Power Platform (Power BI, Power Automate, SharePoint), automating reporting processes and saving 30+ hours monthly.
- Built and optimized SQL queries and managed database structures to support real-time reporting and data analysis needs.
- Collaborated with leadership and end users to capture evolving business needs, driving user-focused system improvements and higher adoption rates.
- Produced actionable reports and data visualizations for leadership, improving decision-making with clearer operational insights.
- Managed multiple projects with attention to detail, tracking progress, and delivering solutions on time in Agile environments.
- Utilized programming skills to support technical development, automate processes, and enhance system functionalities.

Accenture Federal Services

San Antonio, TX

Quality Engineering Analyst

August 2022 – May 2023

- Developed and executed test plans, test cases, and scripts across browsers, devices, and platforms.
- Identified, documented, and managed defects through resolution, improving release quality.
- Conducted functional, regression, usability, and compatibility testing aligned to business requirements.
- Supported automation efforts by creating and maintaining test frameworks (Selenium, JMeter).
- Performed root cause analysis and risk assessments to address quality issues early.
- Collaborated with cross-functional teams to refine testing strategies and enhance product quality.
- Maintained QA documentation and contributed to continuous improvement initiatives.

Test Automation Engineering Associate

August 2021 - August 2022

- Developed and executed automated test scripts for functional, non-functional, and regression testing.
- Reported and tracked defects, collaborating with developers for resolution.
- Supported automation framework enhancements using Selenium, JMeter, and scripting (Java, Python, JavaScript).
- Analyzed test results and applied testing best practices to ensure high-quality releases.
- Partnered with cross-functional teams to align testing efforts with project goals.

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)