

Melaya La Madrid

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EDUCATION

Bachelor of Science in Informatics (Information Systems)

Seattle, WA

University of Washington – Seattle | GPA: 3.85

June 2026

Concentrations: Data Science, Software Development | Minor: Business Administration

SKILLS

Project Management: Work-Back Schedules, Project Charters, Progress Tracking, Stakeholder Communication, Agile
Tools: MS Office (Outlook, Excel, PowerPoint), Azure DevOps (Jira/Confluence equivalent), Tableau, Power BI, Figma
Technical: SQL, R, Java, JavaScript (React), HTML/CSS | Data Cleaning & Transformation

EXPERIENCE

Workforce Analytics Intern

Remote

MultiCare Health System

Jun 2025 – Aug 2025

- Built SQL-driven Power BI dashboards for 100K+ workforce records, generating insights used by leadership to support operational planning for 20K+ employees.
- Updated 40+ Excel-based staffing plans with clinical leadership, ensuring accuracy, audit readiness, and compliance with DOH requirements; achieved 80%+ staffing compliance and \$1M+ projected annual savings.
- Coordinated cross-functional communication, documentation, and project timelines to support program updates.

Data Science Undergraduate Teaching Assistant

Seattle, WA

University of Washington Information School

Sep 2025 – Present

- Develop weekly training materials, demonstrations, and technical walkthroughs for 25+ students to support learning.
- Streamline communication across 200+ students and teaching staff, supporting efficient delivery of information.

Retail Sales Specialist

Issaquah, WA

Recreational Equipment, Inc. (REI)

Mar 2024 – Present

- Engage 100+ customers daily, achieving 20%+ MoM membership growth, contributing to a 60% conversion record.
- Individually ranked #1 in 2024 Mastercard applications by optimizing the customer engagement process.

PROJECTS

Global Business AI Consulting – UW Russel Investments Case Competition, 2nd Place Runner-Up

Nov 2025

- Led a 4-person cross-functional team in a 48-hour sprint to build an AI integration strategy for LEGO, placing 2nd.
- Developed a 3-year project roadmap with brand research, wireframes, KPIs, and risk mitigation strategies.

Interactive Service Requests Report – UW DubsTech Datathon, Honorable Mention

Apr 2025

- Led a 3-person team in a 48-hour datathon, developing a project charter, task breakdown, and scope documentation.
- Coordinated and gathered stakeholder requirements and integrated the frontend with Tableau visualization to produce insight-driven reports.

Course Registration System UX Redesign – Product & Info Systems Management

Jan 2025 – Mar 2025

- Directed a 4-person Agile redesign of a registration system, using stakeholder analysis and user journeys.
- Built accessible cross-device Figma wireframes and managed backlog, roadmap, and cross-team updates.

E-Bike/Scooter Rental Prototype – Hybrid Tech/Ops Product Design

Sep 2024 – Dec 2024

- Prototyped a rental and campus map app with 30+ classmates using Figma to address inaccessible commuter parking.
- Conducted user research and mapped journeys to validate accessibility and impact.

LEADERSHIP

Hall Council Director – UW Residential Life Student Leadership

Sep 2023 – Jun 2024

- Led programming for 650+ residents, managing a \$3K quarterly budget; increased engagement by 175%.