

# RASHA KUBBA

rasha.kubba@gmail.com



## EDUCATION

### **Masters of Health Informatics**

September 2014-December 2015

Institute of Health Policy, Management and Evaluation- University of Toronto

### **Bachelor of Commerce (Honors), Concentration in Management Information Systems**

Graduated June 2011

Eric Sprott School of Business- Carleton University

## CERTIFICATIONS

### **Certified Associate in Project Management (CAPM)**

December 2012

Project Management Institute (PMI)

CAPM Number: 1562094

## WORK EXPERIENCE

### **Technical Support Analyst/Project Manager**

**October 2012– April 2013**

#### **Vanilla Forums, Montreal, QC**

Vanilla Forums is one of the fastest growing Software as a Service (SaaS) start-ups in Canada

- Dealing directly with customer support issues and requests while documenting and analyzing frequent support issues
- Assisting new client's on-boarding process and offering walkthroughs of software
- Leading the planning and implementation of a large number of concurrent external service and internal software development projects by facilitating the definition of project scope, goals, timelines and deliverables
- Defining project tasks and resource requirements by assembling and coordinating project staff
- Working closely with project team to provide direction and support from development to implementation
- Constantly monitoring and reporting project progress, problems and solutions
- Staying in constant communication with clients, staff and sub-contractors
- Conducting client's User Acceptance Testing (UAT) to ensure performance and design goals have been met
- Presenting project evaluations and assessment of results
- Contributing to continuous process improvement and the achievement of on-time/on-budget projects

### **Healthcare Account Executive – Inside Sales**

**August 2011 – October 2012**

#### **Insight Enterprises, Montreal, QC**

Insight is a Fortune 500 company and a provider of computing products, software, and IT expertise and services

- Built a book of business and managed full sales cycle, from contact to close
- Established relationships with manufacturer representatives from partners such as Microsoft, Cisco, IBM, HP and Adobe
- Understood and articulated IT products and solutions from multiple partners
- Conducted client requirements gathering during conference calls to determine gaps in client's current IT infrastructure
- Analyzed requirements to find appropriate solutions and fulfill client's IT and business needs
- Developed and maintained strong knowledge of leading industry trends such as e-commerce, mobility, cloud computing, unified communication and collaboration, network & security, and virtualization
- Developed strong negotiation skills and enhanced active listening skills
- Worked in a fast paced and time constrained environment

### **Teaching Assistant**

**December 2008 – April 2011**

#### **Carleton University, Ottawa, ON**

- Introduced SharePoint Designer, Access, Excel and SAP to students by evaluating assignments during the structured labs

- Developed communication skills by instructing students during assigned lab times for “Introduction to Information Systems”; a mandatory second-year business class
- Main contact for communicating students’ concerns with the Professors throughout the semester
- Developed organizational and analytical skills by being responsible for the dedicated Help Desk that provided guaranteed 12-hour turnaround of e-mails to support students with any questions or concerns
- Demonstrated initiative by helping course coordinator to plan for a project to implement an online tracking system for Teaching Assistant’s hours

## **TECHNICAL SKILLS**

- System Analysis and Design, Object Oriented Analysis and Design, Relational Database Development and Design, UML/ Use Case modeling tools
- Languages: SQL, basic knowledge of HTML and JAVA
- Programs: Microsoft Word, Excel, Power Point, Access, Visio, Project, Infopath, Microsoft SQL Server, SAP, Eclipse, PostgreSQL, SAS, PuTTY, Subversion, Drupal ,Adobe Photoshop CS, Visual Basic, Visual Studio, SharePoint Designer

## **ACTIVITIES & AWARDS**

- Insight’s “Be a Part of IT” Community Outreach Committee
- Insight’s “ABC” Social Committee
- Executive member (VP External) of Carleton’s Information Systems Society
- Member of Carleton University Student’s Association’s Financial Review Committee
- Carleton University Entrance Scholarship (2006)