

RACHEL MBOLEMBE

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PROFFESIONAL SUMMARY: Business-minded Information Science student (Business minor) who translates stakeholder needs into requirements, process insights, and data-backed recommendations. Experience in business analysis, operations case work, SQL/database design, and dashboarding, with a record of presenting findings to non-technical audiences. Seeking entry-level Business Analyst, Business Systems Analyst, or Operations Analyst roles and rotational programs.

EDUCATION

University of Maryland, College Park, B.S. Information Science Expected May 2027
Minor, General Business (Robert H. Smith School of Business) | Dean's List, Fall 2025 |

SKILLS

Business Analysis: Requirements Gathering, Process Analysis, Root-Cause Analysis, KPI Analysis, Data Validation, User & Market Research, Business Recommendations

Operations & Delivery: Stakeholder Communication, Cross-Functional Collaboration, Technical Documentation, Sprint-Style (Agile) Workflow, Presentations, Data Storytelling

Systems & Data: SQL/MySQL, Relational Database Design (ERD, 3NF), Excel (PivotTables, INDEX/MATCH, Analysis ToolPak), Tableau, R, Python (Google Colab), Statistical Analysis

Languages: English; French (working proficiency)

EXPERIENCE

Operations Management & Business Analytics Fellow, Robert H. Smith School of Business Sept 2026 – Present

- Collaborate with a 4-person interdisciplinary team, including graduate students, to analyze real-world business cases and recommend data-driven solutions
- Apply quantitative analysis, Excel, optimization, and decision-making frameworks to evaluate operational options in faculty-supported case projects and skills workshops
- Prepare a final team presentation that communicates findings and recommendations to a business audience

Business Operations Analyst Extern (Data Analytics), Center for Improving Youth Justice, Remote July 2026 – Present

- Analyze operational data from 300+ juvenile justice facilities using Python and Google Colab to identify trends, relationships, and performance insights
- Define research questions, conduct statistical and correlational analysis, and assess data limitations to support evidence-based decisions
- Translate findings into data visualizations, findings brief, and presentations for non-technical stakeholders

Business Analyst, Product Requirements, Computing Catalyst Career Launch Hackathon, Remote Nov 2025 – Jan 2026

- Conducted user and market research on traveler pain points and translated findings into business requirements, feature definitions, and product priorities for a 4-person team
- Collaborated with teammates to build All Voyager, a travel recommendation web app (React, TypeScript, FastAPI, Python) that matches destinations to a traveler's budget and rural/urban preference
- Resolved scope and data-access constraints (paid external data sources) by narrowing the feature set to a deliverable scope within a sprint-style timeline
- Delivered a live demo and project presentation; team received a Career Launch 2026 Winner Stipend

PROJECTS

Retail Sales Performance & Profitability Analysis | Excel, SQL, Tableau July – Aug 2026

- Defined the business problem, stakeholder requirements, KPIs, and success criteria, then analyzed 9,994 transactions across 21 attributes to evaluate regional, product, and customer performance
- Identified a region with \$501K in sales but only a 7.92% profit margin and traced the gap to heavier discounting and loss-making product categories
- Built interactive Excel and Tableau dashboards and executive-style recommendations that translate findings into business decisions

Montgomery County Crime Database | MySQL, ERD Design (team project)

Jan – May 2026

- Designed and normalized (3NF) a relational database from the county's public 300K+ record crime dataset, with primary/foreign keys and a junction table, and loaded a cleaned 2021–2023 sample
- Developed 5 SQL queries (joins, filtering, aggregation, subquery) to report incident hot spots by city and isolate above-average-victim incidents
- Validated table relationships and removed exact street addresses to protect privacy and reduce bias risk in how results could be read

Business Licensing Awareness Research | U.S. Census Data, Interview Design, Canva

Apr – May 2026

- Analyzed 2010–2020 Census data for Berwyn Heights, MD, finding Hispanic/Latino residents grew from 27% to ~36% while the White population fell from 56% to 41%, signaling possible language barriers to licensing information
- Designed a four-theme interview protocol and recruitment plan to validate barriers with local business owners
- Presented charts and recommendations for multilingual business resources and community outreach in a recorded pitch; shared by my professor with the instructor conducting research on Berwyn Heights communities

LEADERSHIP & PROFESSIONAL DEVELOPMENT

INROADS, Program Candidate: career readiness, mentorship, Fortune 500 industry sessions

Feb 2025 – Present

Maryland Mentor Corps, Student Reading Mentor: built personalized weekly lesson plans for 1–3 students

Sept – Nov 2024

Certification: Business Analyst Bootcamp (Udemy): Excel, Statistics, SQL, Tableau**Memberships:** Business and IT Society; Information Science Female Identifying Student Organization