

# LUJAIN ALQASSAR

Boston, Massachusetts | (617) 309-9192 | [lujainq@bu.edu](mailto:lujainq@bu.edu) | <https://www.linkedin.com/in/lujain-alcassar/>

## EDUCATION

---

<b>Master of Science in Business Analytics</b>	August 2022
Boston University Questrom School of Business, Boston, MA	<b>GPA: 3.82/4.00</b>
<b>Bachelor of Science/Bachelor of Arts in Industrial &amp; Systems Engineering</b>	May 2020
University of San Diego Shiley-Marcos School of Engineering; San Diego, CA	<b>GPA: 3.76/4.0</b>

## RELATED PROJECTS

---

<b>Humana-Mays 2021 Healthcare Analytics Case Competition</b>	September 2021 – November 2021
<i>Boston University, Boston, MA</i>	

- Advanced to the semi-finals of the analytics competition hosted by Texas A&M University and Humana with three other teammates, ranking 27<sup>th</sup> out of 50 teams in the semi-finals.
- Conducted feature engineering and data cleaning on an over 1million observation dataset with over 360 features.
- Built an XGBoost machine learning model through Python to predict the probability that an individual would resist the COVID-19 vaccine with an AUC score of 67%

---

<b>FedEx Senior Design Project – Evening Shift Process Optimization</b>	September 2019 – May 2020
<i>University of San Diego Shiley-Marcos School of Engineering, San Diego, CA</i>	

- Developed recommendations to improve the efficiency of FedEx's evening shift by analyzing the raw data of the current process.
- Reduced evening shift time by 5 minutes by simulating the current process of the evening shift and analyzing different scenarios to figure out which would save the most time.

---

<b>Simio Competition - Regional Airport Improvement Project</b>	September 2019 – December 2019
<i>University of San Diego Shiley-Marcos School of Engineering, San Diego, CA</i>	

- Simulated a real-world regional airport on Simio using raw data.
- Reduced the percentage of missed flights from 14% to 10% by evaluating several improvement options that would enable more passengers to be processed in the airport.

## SKILLS & CERTIFICATIONS

---

**Technical Skills:** Familiar with the following - MATLAB, R & RScript, SQL, Python, Cloud Computing, Tableau, Arduino, RaspberryPi, Lean Six Sigma, Simio, Visual Studio Code

**Certifications:** Lean Six Sigma Green Belt (ICGB)

**Relevant Coursework:** Data Science & Analytics, Probability & Statistics, Simulation of Productions & Systems, Intro to Programming, Business Analytics Toolbox, Supervised Machine Learning, Unsupervised Machine Learning.

## EXPERIENCE

---

<b>Tamakan Program, Trainee</b>	January 2021 – May 2021
<i>National Bank of Kuwait (NBK) &amp; Creative Confidence, Kuwait City, Kuwait</i>	

- Presented recommendations to NBK's executive leadership team after working on a back-to-school business challenge of revamping school canteens in compliance with COVID-19 guidelines and safety procedures.
- Conducted interviews with approximately 10 stakeholders and synthesized findings from the interviews to develop innovative solutions that meets expected criteria.

---

<b>Lean Six Sigma Workshop for Non-Profit Organizations, Mentor</b>	September 2019 - December 2019
San Diego, USA	

- Lead a non-profit organization through a structure improvement journey utilizing tools and techniques of Lean and Six Sigma. Also, developed a project through each phase of improvement using the DMAIC framework.

## ADDITIONAL INFORMATION

---

**Language:** Native in Arabic, Fluent in English

**Leadership Positions:** Served as International Student Ambassador for the Office of International Students & Scholars at USD to about 10 first year and transfer international students to ease their transition to USD.