

RACHEL CASTELLETTI

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PROFESSIONAL SUMMARY

IT Business Analyst with a 4.0 GPA diploma from NAIT and 8+ years of hands-on experience delivering business and systems analysis, requirements documentation, process improvement, and compliance reporting in complex multi-stakeholder environments. Equally comfortable building reporting systems in Excel, administering multi-million-dollar federal programs, and designing AI-powered productivity tools. Known for self-directed problem solving, precision in financial and compliance work, and translating complex requirements into actionable solutions.

CORE COMPETENCIES

Requirements Elicitation & Documentation	Stakeholder Communication & Change Management
Business Process Modeling & Improvement	AI Tools & Workflow Automation
Advanced Excel (Pivot Tables, Power Query, Dashboards)	Quality Assurance & Testing
Federal Compliance & Audit-Ready Reporting	Program Administration & Coordination

PROFESSIONAL EXPERIENCE

Alberta Indian Investment Corporation (AIIC)

Nov 2024 – Jan 2026

Operations Support Administrator

- Designed and built a multi-variable Excel reporting system for a multi-million-dollar loan portfolio with automated calculations, eliminating manual errors and producing audit-ready quarterly compliance reports
- Gathered requirements across finance, loans, governance, and administration departments; modeled business processes and translated needs into documented specifications and functional tools
- Conducted operational reviews identifying process gaps and quality assurance issues; developed and implemented corrective procedures
- Planned and initiated records digitization project, defining scope, vendor criteria, and phased implementation approach
- Built and organized a comprehensive SharePoint onboarding portal, consolidating scattered documentation into structured, accessible resources
- Delivered management reporting, data analysis, and collateral documentation support; performed PPSR/corporate searches and financial analysis using APPRES certification

NAIT — Capstone Project (Glenrose Rehabilitation Hospital)

Sep 2022 – Apr 2023

Business Analyst | Scrum Leader | Quality Assurance Lead

- Led full requirements elicitation and translated client needs into a structured product backlog, functional design documents, use cases, and risk registry
- Conducted cost-benefit analysis and feasibility assessment to support project scoping and stakeholder alignment
- Performed manual QA testing across multiple sprint cycles, identifying defects and verifying product functionality against documented requirements
- Facilitated all Scrum ceremonies including sprint planning, daily stand-ups, retrospectives, and client-facing demos
- Produced comprehensive project documentation including requirements specifications, design documents, QA reports, and stakeholder-facing deliverables

DataAnnotation

Apr 2024 – Nov 2024

Data Annotator / AI Quality Analyst

- Evaluated AI-generated outputs against complex multi-criteria specifications, applying structured analytical frameworks to assess accuracy, consistency, and compliance
- Maintained high precision across large-volume datasets under detailed and evolving guidelines

Apetogosan (Métis) Development Inc.

Oct 2017 – Sep 2021

Program Administrator — Métis Entrepreneur Assistance Program

- Solely administered a federally-funded grant program for 5 years, processing close to \$10M in government-allocated funding with zero compliance issues across all reporting periods
- Built reporting frameworks from scratch and delivered monthly, quarterly, and annual performance reports to the Government of Canada as contractual compliance deliverables
- Identified process inefficiencies and implemented improvements including digital signature workflows, reducing processing time and documentation errors
- Conducted quality reviews of applications, financial documentation, and program deliverables, ensuring accuracy and audit readiness across all submissions

EDUCATION & CERTIFICATIONS

Northern Alberta Institute of Technology (NAIT)

2021 – 2023

Diploma — IT Business Analyst | 4.0 GPA, Dean's List

Relevant Coursework: Requirements Elicitation & Management | Systems Analysis & Design | Business Process Modeling | Quality Assurance & Testing | Project Management & Agile Methodologies | Database Fundamentals | Advanced Excel

Portfolio-safe version — full references available on request