Fatima Rafiei

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EDUCATION

San Jose State University   **San Jose, CA**

Bachelor of Business Administration, Management Information Systems (BBA MIS)   January 2024- Present

- GPA: 3.5/4.00
- Key Courses: System Analysis and Design, Database Management, Web Development, Project Management Principles

De Anza College

Associate of Arts, Project Management practitioner   **Cupertino, CA**

- GPA: 3.6/4.00   June 2023
- Key Courses: Agile Project Management, Risk Management, Business Communication

Santa Clara College   **Santa Clara, CA**

Certificate in Cosmetology   June 2015

EXPERIENCE

Public Fellows, College of Humanities & Arts (San Jose state University)   **San Jose, CA**

Student Assistant   May 2024

- Assisted in outreach initiatives, using data analysis to support strategic planning
- Coordinated event production and communication strategies to engage the university community
- Developed project management skills by managing timelines and tasks

Self-Employed | Evoke   **Sunnyvale, CA**

- Managed all business aspects, including client consultations, service delivery, and finances
- Applied marketing techniques, achieving consistent business growth
- Ensured client satisfaction through excellent customer service

LEADERSHIP & PROJECTS

System Analysis and Design Project   **San Jose State University, CA**

- Led the development of an online booking system for a local business, improving efficiency   Jan 2024- May 2024
- Conducted research, planning, testing, and deployment, delivering on time and within scope

Hair Excel Online Booking System

- Developed a booking system that enhanced appointment scheduling efficiency for a local
- Managed the project from requirements gathering to deployment, ensuring client satisfaction

PERSONAL

- **Languages:** Persian(native), English (Fluent)
- **Technical:** Microsoft Office Suite, MySQL, Visual Basic, Data Analysis Tools
- **Project Management:** WBS, Agile, Jira, Gantt Charts, Cost-Benefit Analysis
- **Communication:** Strong verbal and written skills, effective in conveying complex information
- **Problem-Solving:** Skilled in identifying issues and implementing improvements
- **Team Collaboration:** Experienced in working within diverse teams to achieve successful outcomes