

KHADIJA ALI

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Management Information Systems (MIS) student with a computer science background and hands-on experience in IT support, website management, AI chatbot improvements, data administration, and customer service. Strong communication, technical troubleshooting, and problem-solving skills.

EDUCATION

San José State University | B.S. Business Administration (MIS) | Expected May 2028

Evergreen Valley College | Associate Degree in Computer Science | May 2026

PROFESSIONAL EXPERIENCE

IT Technician | San José–Evergreen Community College District | Oct 2025 – May 2026

- Maintained website content and student-facing online resources for three colleges across the district.
- Created step-by-step tutorials for Canvas and My Apps to help students and employees navigate campus tools.
- Reviewed and improved Athena AI chatbot responses to make student support information more useful and accurate.

Vote Center Aide | Santa Clara County Registrar of Voters | May – Jun 2026

- Assisted voters with questions and procedures while providing professional, welcoming customer service.
- Processed ballots, maintained organized records, and supported daily vote center operations with staff.

Front Desk Associate | Evergreen Valley College – Umoja Program | Aug 2024 – Oct 2025

- Served as a first point of contact for 100+ students, providing program information and scheduling appointments.
- Managed emails, forms, calendars, and student records using Microsoft Office 365 and Excel.
- Designed marketing materials and helped coordinate outreach events and student support activities.

Sales Associate | Forever 21 | Dec 2024 – Apr 2025

- Helped customers with purchases, returns, product questions, and fitting room needs in a busy retail setting.
- Worked with teammates to organize merchandise, restock products, and support smooth store operations.

PROJECTS

MentorMatch – IBM AI Challenge | **SpartHill Hacks 2026** | Oct 2026

GitHub: <https://github.com/skhadder/mentormatch>

Devpost: <https://devpost.com/software/sparthill-hackathon>

Live Demo: <https://mentormatch-theta.vercel.app/>

- Collaborated on a student-to-mentor matching platform designed around career interests, skills, and goals.
- Used IBM Bob to explore application architecture and help shape personalized mentor recommendations and conversation guides.
- Contributed to a working prototype and project presentation for the hackathon.

TECHNICAL & BUSINESS SKILLS

Technology: Microsoft Excel, Word, PowerPoint, Office 365, Canvas, AI tools, website management

Business: Customer service, data management, administrative support, marketing, outreach

Professional: Communication, problem-solving, teamwork, organization, time management

Languages: English, Persian (Farsi), Turkish

ACTIVITIES

Member: Management Information Systems Association (MISA) and Afghan Student Association, SJSU