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| Rayan Ali San Jose State University |

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# Education

## Bachelor of Science in Management Information Systems | 2023-2027|

San Jose State University  **GPA: 3.6** | SJSU LCoB Dean's Scholar

**Related Coursework:** Financial/Managerial Accounting, Computer Tools for Business, Business Law, Intro to Python, Fundamentals of MIS/Management and Organizational Behavior, and System Analysis and Design.

# Experience

## Business process TEAM (Internship)| close-up international| 6/24-9/24

* Developed effective strategies to enhance CRM applications through module testing, leading to the successful creation and delivery of an OQ/PQ Test report to the customer
* Prepared and presented detailed presentations showcasing an in-depth understanding of the pharmaceutical industry and the strategic importance of CRM solution techniques
* Reviewed industry articles to devise a strategic plan for AI-readiness of commercial data, contributing to the futureproofing of CRM solutions

## Shift lead | IKE’s love and sandwiches | 12/23-Present

* Led daily operations, ensuring exceptional customer service and a smooth, and efficient workflow
* Trained staff, managed inventory, and upheld high-quality standards to maintain operational excellence

# Skills & Abilities

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| * Microsoft Excel/Office * Mobile app development * Excellent interpersonal and communication skills | * Team management * Creating presentations * Quick learner/adaptable |