Mahnoor Bhatti

703-717-8170 | mahnoorbhatti280@gmail.com | linkedin.com/in/mahnoor-bhatti-m9

SUMMARY

Detail-oriented Information Technology student with experience in customer service, administrative support, and AI focused technical projects. Strong communication, organization, and multitasking skills with proficiency in Microsoft Office 365 and growing technical knowledge.

EDUCATION

Northern Virginia Community College ***Completed: Aug 2023 - Aug 2026***

A.S in Information Technology

Relevant Coursework: Java Programming I | Advanced Database Management | Introduction to Computing | Telecommunications Fundamentals | Digital Information Literacy | Multimedia Software Applications

George Mason University ***Expected: May 2028***

B.A.S in Information Technology

SKILLS

Technical Skills: Microsoft Office 365 | Java | HTML & CSS | SQL | Wireshark Basics | Data Entry

Behavioral Skills: Customer Service | Communication | Organization | Time Management | Problem Solving | Team Collaboration | Administrative Support

Languages: English | Urdu | Punjabi

PROFESSIONAL EXPERIENCE

General AI Trainer | *Handshake AI* | Contract, Remote ***Jun 2026 - Present***

- Evaluate AI-generated responses for quality, accuracy, and helpfulness using detailed assessment guidelines.
- Review prompts and assess language, reasoning, and task completion; provide feedback to improve model performance.
- Contribute to AI training and quality assurance processes through consistent response evaluation.

Sales Associate | *TJX* | Fairfax, VA ***July 2021 - Present***

- Assisted customers with purchases, returns, and inquiries in a fast-paced retail environment.
- Processed payments accurately, handled cash, and supported inventory organization and merchandising.
- Helped train new team members on register procedures, customer service, and store operations.

PROJECTS

SmartAutoCO Car Advisor | Java Project ***Jan 2025 - May 2025***

- Developed a Java-based car advisor application designed to help users compare vehicle related costs and recommendations.

AssistDesk AI | IT Help Desk Portal | Demo ***Apr 2026 - Present***

- Designed and developed an AI-powered IT support portal prototype focused on ticket triage, troubleshooting assistance, and workflow automation using modern AI tools.

Portfolio Website ***Apr 2026 - Present***

- Designed and built a modern personal portfolio website showcasing AI-powered projects, technical skills, certifications, and IT experience.