

HAFIZ MUHAMMAD HARIS

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WORK EXPERIENCE

Chat Support Executive

June 2024 – September 2024

Mindbridge | Lahore, Pakistan

- Efficiently resolved customer, vendor, and delivery-related queries, ensuring high satisfaction rates through prompt and accurate responses.
- Maintained and updated customer and transaction databases, ensuring data accuracy and streamlined information retrieval.
- Identified recurring issues and provided feedback to improve workflow processes, enhancing overall operational efficiency.

Email Marketing Manager

June 2023 - July 2023

SBI International Holdings AG | Lahore, Pakistan

- Conducted extensive research to identify potential client companies and built targeted email lists to expand outreach efforts. Implemented obstacles and challenges to test player skills, so the gameplay remains interesting.
- Crafted compelling email pitches tailored to showcase construction project packages, effectively communicating value propositions to prospective clients.
- Monitored and analyzed email campaign metrics, providing insights to refine strategies and improve engagement rates

PROJECTS

Full Stack E-commerce Website (Zayrah)

[View on Github](#)

[Live preview](#)

- Tech Stack: React.js, Tailwind CSS, Node.js, Express.js, MongoDB, Stripe Integration
- Full authentication system for both users and sellers using JWT
- Role-based routes for customers and sellers
- Product listing, cart, and secure checkout
- Admin/seller panel to manage products and view orders
- Seamless API integration for real-time actions
- Mobile-friendly UI with Tailwind CSS

E-commerce Website Frontend (Zayr)

- Built with React and React Router
- Customized CSS styling
- Product listing by categories (Men, Women, kids)
- Smooth navigation with a functional Navbar and routing
- Functional Cart page
- login/signup page

[View on Github](#)

[Live preview](#)

EDUCATION

BS in Software Engineering - Computer Science

February 2023 - May 2027

University of Lahore (Pakistan)

SKILLS

Programming Languages: C++, HTML, CSS, Javascript, React.js, Node.js, Express, MongoDB, Next.js

Other Valuable Skills: API Integration

Soft Skills: Communication | Leadership | Teamwork | Project Management | Problem Solving | Time Management | Adaptability | Creativity |