

# MUHAMMAD HARIS

Administrative and Sales Coordinator | Client Associate | Community Engagement |  
Fundraising | Data Analytics

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## Education

Virginia Commonwealth University

Richmond, VA

Master of Public Administration (MPA)

01/2025 - Present

- Expected Graduation: Spring 2026
- Semester GPA: 3.75

Relevant Coursework:

- Graduate Coursework: Public Administration, Public Human Resources Management, Financial Management in Government, Nonprofit Law, Governance and Ethics.

Virginia Commonwealth University

Richmond, VA

Bachelor of Arts

01/2021 - 01/2023

- GPA: 3.1
- Concentration: Political Science, International Relation
- Activities: Model UN
- Extra course work: Independent study (fall 2022)

Relevant Coursework:

- Undergraduate Courses: Comparative Politics, Public Policy, Human Security, Asian Government and Politics, Research Methods in Political Science, International Law, European Union Politics, China in Transition.

J. Sargeant Reynolds Community College

Henrico, VA

Associate of Science

01/2019 - 01/2020

- GPA: 2.7
- Concentration: Sociology, Literature, History, Biology, Psychology

## Certification

Google Data Analytics Professional Certificate

## Technical Skills

- Microsoft Powerpoint
- Google Docs
- Google Sheets
- Data Cleaning
- SQL
- Data Visualization
- Research

## Soft Skills

- Time Management
- Customer Service
- Detail Oriented
- Writer
- Conflict Resolution
- Communication
- Team Work
- Adaptability
- Collaboration
- Reader

## Languages

- English
- Urdu

## Summary

Aspiring to contribute to international governance through policy research in health, politics, and development. Particularly interested in the role of South Asian think tanks, governmental, and non-governmental organizations in shaping equitable and data-informed policies. Brings a collaborative mindset and values cross-sector partnerships as essential to effective problem-solving. Committed to advancing practical solutions through research, policy, dialogue, and strategic engagement.

## Experience

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Gold & Gems Jewelers

Richmond, VA

Administrative and Sales Coordinator

01/2018 - Present

- Calendar & Communication Management: Schedule client consultations, special orders, vendor deliveries, and in-store events; send confirmation emails and reminders.
- Correspondence & Documentation: Draft and proofread internal memos, layaway agreements, and shipping paperwork; maintain organized digital and paper filing systems.
- Reporting & Data Entry: Compile weekly sales summaries, inventory movement logs, and layaway payment status reports; update the point-of-sale database.
- Office Supply & Vendor Liaison: Monitor and reorder office and packaging supplies; coordinate repairs and service calls with external vendors.
- Organize Merchandise: Assign and tag products for effective inventory management.
- Customer Engagement: Build strong relationships while resolving issues like exchanges and returns.
- Strategize and Innovate: Develop policies and skills to enhance business appeal and operations. Customer Outreach: Regularly contact clients to inform them about promotions, new arrivals, and personalized recommendations.
- Layaway Follow-ups: Send monthly reminders to customers about layaway plans and payment schedules.
- Promotional Setup: Install and update sale banners, signage, and displays to highlight current deals and seasonal offers.
- Store Maintenance: Maintain cleanliness and organization of displays, counters, and general retail area to ensure an inviting shopping environment.
- Assist in Inventory Counts: Support periodic stock checks to ensure inventory accuracy and avoid discrepancies.
- Upselling and Recommendations: Use product knowledge to upsell and suggest items that meet customer needs.

### Qualifications & Skills

- 5+ years in retail or office administration, preferably in jewelry or luxury goods.
- Strong organizational skills with an eye for detail in both physical and digital filing.
- Excellent verbal and written communication; comfortable with email and phone correspondence.
- Familiarity with POS/inventory systems, Microsoft Word, Microsoft Excel, Google Document, and Google Sheets.

MGN Foundation  
Client Associate

Richmond, VA  
06/2023 - 09/2023

- Fundraise: Collected donations to support LEAD initiatives.
- Improve Service: Collaborated to enhance user experiences and partnerships.
- Improve Service: Collaborated with internal teams and partners to enhance user experiences and expand organizational impact.
- Donor Education: Informed supporters about the importance of training teachers and essential staff to identify and address drug-related issues among youth.
- Program Advocacy: Promoted prevention-focused curricula and initiatives through outreach, presentations, and distribution of educational materials.
- Event Organization: Assisted in planning and executing community events, fundraisers, and public education forums.

Barnes & Noble  
Bookseller

Richmond, VA  
10/2018 - 01/2019

- Delivered exceptional customer service by engaging with patrons, sharing book knowledge, and offering personalized recommendations.
- Maintained an inviting store environment through effective merchandise presentation, display creation, and cleanliness.
- Performed physical tasks on the sales floor, including standing, bending, lifting and more.
- Received, unpacked, and sorted shipments of books and merchandise according to company guidelines.
- Assisted with shelving and alphabetizing books by category, author, and genre to maintain organization.
- Supported café operations (if applicable) by assisting with customer service, cleaning, and restocking.
- Promoted membership programs, special events, and in-store promotions to enhance customer engagement.
- Participated in seasonal set-ups, including floor moves and signage updates in preparation for holidays or special sales events.
- Handled customer inquiries regarding product availability, orders, and store policies with professionalism and care.
- Collaborated with team members and managers to ensure smooth store operations and a welcoming atmosphere.

Amazon

Sortation Representative

Richmond, VA

2015 - 2016

- Scanned Products: Utilized handheld scanners to accurately track packages and ensure proper routing.
- Lifted Heavy Merchandise: Handled packages weighing up to 49 pounds, adhering to safety protocols.
- Adhered to Safety Guidelines: Followed company safety policies and procedures to minimize risk and ensure a secure workplace.
- Collaborated with Team Members: Worked closely with colleagues to meet daily operational goals and resolve issues promptly.
- Monitored Package Quality: Inspected packages for damage and reported any discrepancies.
- Utilized Technology: Employed computers and handheld printers for tracking and labeling packages.