

Harman Rathor

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OBJECTIVE

Motivated individual, currently pursuing B.S. in Business Administration with a focus on Management Information Systems with knowledge in Data Analysis, Statistics, and industry best practices in information technology. Seeking a part-time job.

EDUCATION

San Jose State University, San Jose, CA

Expected Graduation: December 2027

B.S. in Business Administration, Management Information Systems

SKILLS

Trilingual: English, Punjabi, Hindi, **Excel**, Management, **Leadership**, Teamwork, **Communication**, Problem Solving, Multitasking, Time Management, **Data and Analytics**.

PROFESSIONAL EXPERIENCE

Kohls

Operations & Sales Associate

October 2024 - February 2025

- Assigned daily tasks to team members to keep the sales floor organized, restock merchandise, and ensure smooth store operations.
- Coached and trained employees on customer service, sales techniques, and company policies to improve team performance.
- Monitored sales and store performance, adjusting team focus and priorities to improve efficiency and meet business goals.
- Oversaw online order fulfillment, ensuring orders were processed correctly, picked on time, and ready for customer pickup.
- Handled customer issues by resolving concerns quickly and ensuring a positive shopping experience.
- Worked with store leadership to make operations more efficient, improve store procedures, and enhance the customer experience.

Mainland Skate & Surf

December 2023 – October 2024

Sales Associate

- Engaged with customers to address product inquiries and provide tailored recommendations.
- Demonstrated extensive knowledge of the store's merchandise and helped clients navigate online ordering processes.
- Assisted with inventory management, ensuring accurate stock levels and compliance with company policies.
- Maintained a positive brand image through excellent customer service and effective communication.
- Utilized problem-solving skills to enhance the customer experience and resolve any issues efficiently.
- Operated the cash register efficiently, handling cash transactions and processing credit card payments accurately.
- Balanced cash drawer at the end of shifts, ensuring all transactions were accounted for and discrepancies were reported.

Kumon

June 2020 - August 2021

Tutor

- Tutor students in core subjects such as **Math, Science, and Reading**.
 - Administer testing.
 - Perform **evaluations** of student progress.
 - Lead students in understanding critical concepts such as Geometry, algebra, and calculus.
 - Exemplify strong customer service to provide an excellent experience to students and parents.
 - Individualize strategies for student development based on student goals.
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RELEVANT COURSEWORK

Business Programming, Financial Accounting, **Computer Tools for Business (Excel)**, Statistics, Microeconomics, Macroeconomics, Legal Environment of Business