SHAZIL SHAHEER

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EDUCATION

George Mason University - Fairfax, VA Expected Spring 2027

Bachelor of Science, Business - Management Information Systems

Relevant Coursework: Database Management, Business Analytics, Business Statistics, Operations Management, Management Information Systems

Northern Virginia Community College - Annandale, VA Summer 2025

Associate of Science, Business Administration

PROFESSIONAL EXPERIENCE

Salam Consulting Remote

Sales & Business Development Intern Sep 2026 - Present

- Prospect and identify **potential clients** and new **sales opportunities** while supporting Salam Consulting's broader **business development** strategy.
- Conduct **cold and warm outreach** to prospective clients, maintain organized follow-up activity across the **sales pipeline**, and support **proposal development** and **client acquisition** efforts.
- Track **sales activity**, **pipeline status**, and **conversion metrics** while representing the consulting brand professionally in **client-facing interactions**.

Best Buy Leesburg, VA

Sales Associate Aug 2026 - Present

- Deliver **consultative sales** support by identifying **customer needs**, explaining **technology products and services**, and **recommending solutions** aligned with customer priorities and budgets.
- Pitch **Best Buy credit card applications** and **paid membership programs** by explaining benefits, savings, **financing options**, and ongoing member value in a clear, **customer-focused** way.
- Build **product knowledge** across computers, accessories, services, **warranties**, **memberships**, and **payment options** while collaborating with store teammates in a **fast-paced sales environment**.

Handshake AI Remote

AI Research & Evaluation Contractor Dec 2025 - Aug 2026

- Evaluated **AI-generated text** and **multimodal responses** for accuracy, clarity, reasoning, and **instruction compliance**, identifying recurring errors and edge cases that supported **model-quality improvements**.
- Documented detailed evaluation feedback across independent research assignments while maintaining consistent quality standards and organized asynchronous workflows.
- Applied structured project guidelines to **high-volume evaluation workflows**, producing consistent and compliant assessments that supported reliable **data quality** and efficient asynchronous **project execution**.
- Collaborated asynchronously with project leads through written documentation and shared workflows, keeping findings organized and actionable while strengthening professional communication and independent work management.

Dick's Sporting Goods Leesburg, VA

Cashier & Sales Associate Oct 2022 - Aug 2026

- Processed thousands of purchases, returns, and payments through **POS systems** across 3+ years while maintaining **transaction accuracy** in a **high-volume retail environment**.
- Recommended products and **protection plans** to dozens of customers per shift based on individual needs, strengthening **consultative selling** and **customer relationship skills**.
- Supported **inventory**, **merchandising**, and daily workflows with **cross-functional teammates** while resolving customer concerns and maintaining efficient **store execution**.
- Resolved customer concerns by identifying needs and communicating appropriate solutions, contributing to positive service experiences while strengthening problem-solving and conflict-resolution skills.

PROJECTS

Business Operations Dashboard Microsoft Excel

- Analyzed 50 sales opportunities and $12,350 in simulated revenue using **PivotTables**, **PivotCharts**, **KPI calculations**, and a **business performance dashboard**; identified 17 won opportunities and a **34% conversion rate**.
- Improved **business intelligence** and **decision support** by visualizing revenue, lead volume, **conversion performance**, and **pipeline activity** across five industries.

HubSpot CRM Sales Pipeline Project HubSpot CRM, Excel

- Managed 7 prospective clients and $4,650 in simulated pipeline opportunities by building a structured **CRM pipeline** and organizing contacts, tasks, notes, **deal stages**, **follow-up activity**, and **reporting**.
- Improved lead management and sales-process visibility by organizing contacts, companies, tasks, notes, deal values, and customer follow-up activities within HubSpot.
- Supported **sales operations** and **pipeline reporting** by monitoring deal activity and performance through **HubSpot reporting** and **visualization tools**.

SKILLS & CERTIFICATIONS

Business & Analytics: **Business Development**, **Sales Operations**, **CRM**, **Business Analysis**, **Data Analysis**, **KPI Reporting**, **Process Improvement**, Operations Analysis, Market Research

Technical: **Microsoft Excel**, **PivotTables**, **PivotCharts**, Microsoft Access, **HubSpot CRM**, **SQL**, **Microsoft Office**, AI Tools

Certification & Leadership: Microsoft Excel Intermediate Badge - Cengage (2025) | Eagle Scout, Boy Scouts of America