

HASNAIN KHAN

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Profile

Experienced and adaptable professional with over 10 years of diverse experience across corporate, education, sales, and customer service sectors. Holding a Master's degree along with relevant certifications and diplomas, I bring a strong academic foundation complemented by practical expertise. Fluent in English, supported by an IELTS qualification, with strong verbal and written communication skills.

Proficient in a wide range of digital tools including MS Office Suite, CRM systems, email communication, printing solutions, digital marketing platforms, and web design. I have over three years of hands-on experience in Al-Khor Towers, a project of Aqaar Community Management, where I developed key skills in interdepartmental coordination and gained in-depth knowledge of community operations, including formal and informal administrative processes.

Well-versed in official procedures and regulatory frameworks, I bring reliability, organizational understanding, and a problem-solving mindset to any professional setting. My multidisciplinary background enables me to quickly adapt to new roles and contribute effectively in dynamic environments.

Education

Masters of Science in Physics (16 years of education)

*Hazara University Mansehra, Pakistan
2014*

Technical Skills

- Microsoft Office Suit
- Customer Relationship Management (CRM)
- Web Designing
- Cybersecurity Awareness
- Networking Fundamentals
- Data Entry & Management
- Email & Communication Tools
- Printing & Document Handling
- Photo & Video Designing
- Digital Marketing

Professional Experience

Security Guard

AJ Security Guard Services

(May' 2019 to Current)

- Developed strong interpersonal skills by effectively communicating with residents and visitors from diverse nationalities.
- Proactively reported and followed up on maintenance-related issues to ensure prompt resolution.
- Maintained familiarity with housing contracts and internal community rules, supporting compliance and enforcement when needed.
- Provided excellent customer service as the first point of contact for visitors, residents, and contractors.
- Prepared detailed daily activity reports, incident logs, and compiled data for management review.
- Successfully identified, reported, and helped mitigate potential safety hazards within the community.
- Assisted in resolving minor disputes and complaints while maintaining a calm and professional demeanor.
- Collaborated with different departments to ensure smooth daily operations and a secure living environment.
- Supported emergency procedures and safety drills in accordance with community management protocols.

Customer Services Agent

Centaurus BPO

(Oct' 2017 to Feb' 2019)

- Implemented creative solutions for unique customer challenges, leading to increased satisfaction scores and repeat business.
- Boosted overall call center efficiency through active participation in quality assurance initiatives and process improvements.
- Excelled in handling escalated calls, effectively resolving complex issues while maintaining customer loyalty.
- Managed high call volume, maintaining a professional demeanor and ensuring accurate information was relayed to customers.

Teacher Cum Admin

Progressive Academy






(Feb' 2015 to Mar' 2017)

- Provided warm, supportive environment for developing academic, social, and emotional growth.
- Developed positive rapport with students of various and diverse backgrounds.

Core Competencies

- ✓ Effective Communication
- ✓ Typing Proficiency
- ✓ Problem Solving
- ✓ Time Management
- ✓ Customer Satisfaction
- ✓ Customer Interaction & Handling
- ✓ Reporting & Documentation
- ✓ Data Recording & Management
- ✓ Data Recording & Management
- ✓ Attention to Detail
- ✓ Team Collaboration
- ✓ Workplace Discipline
- ✓ Adaptability & Flexibility
- ✓ Conflict Resolution
- ✓ Organizational Support
- ✓ Data-Driven Decision Making

Languages

- English 
- Urdu 
- Hindi 
- Arabic 
- Punjabi 

Personal Details

- Date of Birth: 1st April, 1991
- Nationality: Pakistani
- Visa Status: UAE Residence Visa
- Portfolio Website:
<http://www.hasnain.zya.me>
- Driving License: Valid Driving License, UAE (Light Vehicle)

- In addition to my teaching responsibilities, I also played an administrative role, which involved organizing schedules, maintaining records, and providing general support to both staff and management.

Remittance Agent

Abid Communications

(Mar' 2017 to Oct' 2017)

- Enhanced customer satisfaction by providing efficient money transfer services and addressing inquiries promptly.
- Maintained compliance with regulations by conducting thorough identity verification and diligently documenting transactions.
- Resolved customer complaints professionally, restoring confidence in our services and retaining loyal clientele.

Certifications



- International English Language Testing System IELTS by Australian Education Office.
- Smartphone Application Development and Troubleshooting from COMSATS Institute of Information Technology (CII), by TUSDEC, European Union.
- Information Technology, from Modern Institute of IT & Vocational.
- Customer Experience (CX) for Business Success by HP Life and HP Foundation.
- Introduction to Cyber Security by Great Learning Academy.
- AutoCAD 2D/3D by Institute of Computer Languages
- Data Science & Analytics.
- CPR, AED, and First Aid Certification Course by NHCPS.
- Customer Relationship Management (CRM) by Great Learning Academy.
- Introduction to CRM with HubSpot by Coursera Project Network.
- Call Centre Customer Service Training by CURSA.