

# Hasnain Ronaq

## PROFILE

Aspire to serve a reputed organization with sincerity & determination, to succeed with sound professional knowledge & creativity, and to be involved in strategic decision-making in contributing effectively to achieve the primary objective of the organization. A loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion.

## PROFESSIONAL EXPERIENCE

### Silver Line Construction and Equipment Rental Group, UAE

Customer Service and Document Coordinator 2024 - Present

- Maintained accurate customer records and sorting, filing, storing, and retrieval of documents, both electronic and hard copy.
- Handled sensitive information confidentially and securely.
- Coordinate with carriers, freight forwarders, and logistics providers to ensure efficient transportation and delivery.
- Managing logistics to deliver machinery on time and ready vehicles for replacement of parts required on site.
- Resolved customer complaints efficiently and escalated issues when necessary for timely resolution.
- Used excellent telephone manners to optimize customer experience, promptly cutting complaints.
- Resolved complaints by ensuring appropriate and timely compensation, boosting customer satisfaction levels.
- Installed machinery, equipment, and new and replacement parts.
- Evaluated existing systems to verify repair or replacement needs.
- Address customer inquiries and concerns related to logistics and shipments.
- Ensure high levels of customer satisfaction through timely and accurate order processing and delivery.
- Facilitate communication and coordination between internal departments and external partners.

### Visa Vertex Consultants

Customer Service Executive 2023-2023

- Handling incoming and outgoing communications, including emails, phone calls, and official correspondence.
- Overseeing the office's daily operations, including managing schedules, coordinating meetings, and maintaining office supplies.
- Maintaining and updating physical and electronic filing systems and databases.
- Providing administrative support to executives and other team members, such as drafting reports, preparing presentations, and organizing travel arrangements.
- Negotiate terms of sale and conclude contracts successfully.
- Creating and maintaining documents, reports, and presentations as required.
- Addressing administrative issues and queries from employees, clients, and stakeholders.

## CONTACT



**Address**

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## SKILLS

- MS Office
- Adobe Illustrator
- DTF Printing (Direct to Film)
- CRM
- Customer service
- Team work
- Time Management
- Leadership
- Effective Communication
- Public Relations

## LANGUAGES

- English
- Urdu
- Hindi
- Punjabi
- Sindhi

## EDUCATION

2018-2020

SUPERIOR UNIVERSITY

Master Mass communication

2015-2017

PUNJAB UNIVERSITY

Bachelor of Arts B.A

PERSONAL DETAILS

Date of Birth: 17 Nov 1995  
Nationality: Pakistan  
Marital Status: Married  
Visa status: Own Visa  
Gender: Male  
Passport: AC9766321

- Providing support to clients and customers as needed, ensuring a high level of service.
- Setting up accounts for new users.

Times Consultant Pvt Ltd  
Student Coordinator     2021-2022

- Providing support and guidance to students regarding academic, personal, and social matters. This includes being a point of contact for student inquiries, concerns, and issues.
- Maintaining accurate records of student information, academic progress, and participation in extracurricular activities.
- Maintaining complete documents required in the process of applying abroad.
- Assisting in budget planning and management for student programs and activities, ensuring resources are allocated appropriately.
- Manage a portfolio of clients and develop new business relationships.
- Collecting feedback from students and stakeholders to assess the effectiveness of student services and programs, and making recommendations for improvement.
- Submitting applications for students in different universities.

Auto Detailing and Glass Coating Pvt Ltd  
Customer Service Representative     2020-2021

- Addressing customer inquiries and concerns promptly and professionally. Booking and confirming appointments for auto detailing services.
- Managing digital marketing campaigns across various platforms such as social media, search engines, and email marketing.
- Handling service requests and ensuring they are entered into the system accurately. Managing orders for additional products or services as needed.
- Following up with clients to ensure they are happy with the services provided.
- Maintaining accurate records of customer interactions, transactions, and service histories.
- Working with the detailing team to ensure that customer requirements are met. Assisting in the smooth flow of operations from booking to service completion.
- Performing general office tasks such as filing, data entry, and managing correspondence. Assisting with inventory management for detailing products and supplies.

Pakistan Telecommunication Ltd (PTCL)  
Customer Service Coordinator     2017-2019

- Responding to incoming calls, emails, chats, or messages from customers promptly and professionally.
- Investigating and resolving customer complaints and issues effectively and efficiently, aiming for first-call resolution whenever possible.
- Assisting customers with placing orders, processing returns, cancellations, refunds, and exchanges as per company policies.
- Providing basic technical support and troubleshooting for products or services, escalating more complex technical issues to appropriate teams.