



## Hassan Raza

**Residence permit:** 29858613118

**Work permit:** Qatari

**Date of birth:** 17/09/1998

**Place of birth:** Multan, Pakistan

**Nationality:** Pakistani

**Gender:** Male

## CONTACT

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Doha, Qatar (**Work**)

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## ABOUT ME

Customer-focused professional with experience in e-commerce platforms, client support, cashiering, and admin tasks. Skilled in communication, digital services, and fast-paced retail operations.

## WORK EXPERIENCE

**AI Dar For Exchange Works** Doha, Qatar

**Customer Service Associate – Kiosk Operations (Aldar Exchange)**

01/06/2025 – Current

- Assisted customers with remittance and foreign currency.
- Guided users through digital transaction steps
- Handled transaction issues & escalated technical errors
- Maintained kiosk functionality and daily reporting
- Ensured compliance and excellent customer service

**E-Commerize Rapid Solution** Multan , Pakistan

**E-Commerce & Client Support**

10/03/2023 – 10/03/2025

- Managed online store operations across Amazon, eBay, Etsy, Walmart & Shopify
- Supported product listing, order processing & customer queries
- Coordinated with clients, handled chats/emails & resolved service issues
- Conducted Upwork bidding, client onboarding & workflow management
- Prepared reports & maintained data accuracy for daily tasks

**Multan Sellers** Multan, Pakistan

**Cashier & Admin Support**

10/03/2022 – 05/03/2023

- Handled POS billing, cash/card transactions & daily balances
- Assisted customers & maintained checkout accuracy
- Supported store admin tasks & record keeping

## EDUCATION AND TRAINING

**24/08/2017 – 04/09/2019** Multan, Pakistan

**FSc (Pre- Engineering)** Millat Degree College of Pakistan

Level in EQF EQF level 5

**01/01/2015 – 01/08/2016** Multan, Pakistan

**Matric (Science)** Muslim Public English School Multan

**01/07/2019 – 01/07/2021** Multan, Pakistan

**Web & Graphic Designing** Vocational Training Institute of Pakistan

**01/09/2019 – 01/10/2021** Multan , Pakistan

**B.S.C**

**Field of study** Computer Science

## LANGUAGE SKILLS

### Other language(s):

#### English

**Listening** B2

**Spoken production** B2

**Reading** B2

**Spoken interaction** B2

**Writing** B2

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*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## SKILLS

Microsoft Office (Microsoft Word Microsoft | Good communication skills | - good listener and communicator | Efficient multi-tasking | creativity and problem solving | Time management- | • Time Management