

# Hasnain Jaffar

Operation & E Commerce Coordinator

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## CAREER OBJECTIVE:



To pursue career in a progressive organization that provides opportunities for career growth and active professional development in order to groom the overall personality.

## CAREER PROFILE/SKILLS:

- Microsoft Office (**EXCEL**)
- **Oracle**
- **Magistor**(Online Booking Application in **Carrefour**)
- Amazon
- Noon
- Dubai Store
- Wee
- Tradeling
- Dubuy Dp World

**Al-Ameen Business Solutions**

## PROFESSIONAL WORK EXPERIENCE:

**Organization:**

**Al Sad Foodstuff Trading LLC**

**Tenure:**

**September 2023-Present**

**Designation**

**Operation & E Commerce Coordinator**

## Responsibilities

- Managed smooth operations and communicated timely updates to coordinate administrative activities.
- Successfully managed and coordinated team .
- Answered mailed, emailed, telephoned and in-person requests for service and information.
- Drafted and edited correspondence and materials related to project work to guarantee accuracy and uniformity in documentation.
- Monitored VAT, sales and customer refunds and payments on companies Al-Ameen Business Solutions and e-commerce platform.
- Specialised working with e-commerce platforms, ensuring businesses maintained internet access to servers at all times.
- Developed and integrated payment processing features onto eCommerce websites.
- Listed work on social media and eCommerce platforms, increasing reach through diverse audiences.
- Implemented and managed Amazon,Noon,Dubai Store,Wee, eCommerce platform.
- Handled customer concerns and escalated major issues to supervisor.
- Engaged with customers to better understand needs and deliver excellent service.
- Managed complaints with calm, clear communication and problem-solving.
- Organised files to support efficiency and traceability.
- Produced high-volume orders to effectively meet customer demand.
- Planned and executed new strategies to increase sales.
- Operated tills to accurately process cash and credit card transactions.
- Maximised customer engagement and satisfaction by delivering excellent customer service.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

**Organization:** Quality Food (Rethink Grocery)  
**Tenure:** November 2021-May 2022  
**Designation:** Operation & E Commerce Coordinator



#### Responsibilities

- Monitoring orders - order placement through to order dispatch.
- Working with Customer Services to ensure the customer journey is seamless Assisting with order queries and customer interaction.
- Fraud management and overseeing chargeback. Monitoring and ordering logistic supplies.
- Coordinating inventory updates and assisting with stock reconciliation. Monitored best stocking levels and identified over age inventory.
- Followed Good Manufacturing Procedures (GMP).
- Safely, accurately filled and packed orders for Distribution.
- Sorted, Wrapped & Stacked Goods and made labels to be attached to the product. Maintained quality service by following company policy & procedure.
- Controlled Inventory by collecting stock location orders.
- Ensured efficient operation for receiving imports, stock allocations, inventory controls, order picking and packing, and all aspects of shipping customer orders on a timely and cost effective basis.
- Used barcode-scanning systems to assure order and inventory accuracy.
- Prepared proper documentation for shipping to agencies and other warehouses.
- Received orders and prepared merchandise for shipping.
- Processed, controlled, and inspected domestic and international freight shipments.
- Skilled in all aspects of warehousing and inventory control.
- Set up displays, performed inventory counts, and maintained records.

**Organization:** Fresh Fruit Company (Ras Al Khor - United Arab Emirates)  
**Tenure:** November 2019 -November 2021  
**Designation:** Food Production Team leader  
 (Hello Fruits Catering llc)



#### Responsibilities:

- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
- Reporting to hourly down time of a machine in a shift.
- Handling fresh juice production/Bakery Section& Sandwich Line.
- Maintain good housekeeping & hygiene & GMP at all time at the working area.
- Check properly Raw Material and packaging Material.
- Maintain the all documents as per the operation and report to the quality team.
- Reporting to production supervisor for daily production report.
  - Monitored best stocking levels and identified over age inventory.
- Followed Good Manufacturing Procedures (GMP).
- RESPONSIBLE FOR OPENING AND CLOSING DUTIES.
- WORKED HARD DURING THE HOLIDAYS, AND WORKED ON HOLIDAYS TO HELP GET ALL OUR ORDERS FILLED.

- PREPARED PRODUCE, MAKE JUICES AND SMOOTHIES.
- CLEANED AND SANITIZED EQUIPMENT, WORK AREAS, AND CUSTOMER ACCESS AREAS TO FREE RANGE JUICE STANDARDS.
- FOLLOWED ALL HEALTH, SAFETY, AND SANITATION GUIDELINES FOR ALL PRODUCTS.
- MADE GREAT-TASTING PRODUCTS.
- CORRECTLY MADE DESIRED SMOOTHIE(S).

## Top Skills

- Good Team Work.
- Follow Production Planning.
- Food Processing.
- Food Safety.
- CCP

**Organization:** AL Saqar Carrefour(Abu Dhabi)  
**Tenure:** October2018– September 2019  
**Designation:** EPicker &Food Salesman



## Responsibilities:

- Safely, accurately filled and packed orders for Distribution.
- Sorted, Wrapped & Stacked Goods and made labels to be attached to the product.
- Maintained quality service by following company policy & procedure.
- Controlled Inventory by collecting stock location orders.
- Properly Paced Orders right by using proper materials for certain products.
- Pull Orders in a timely matter.

**Organization:** Ufone (A leading Telecommunication Company)  
**Tenure:** October 2016–September 2018  
**Designation:** CRO(Customer Representative Officer)



## Responsibilities:

- Prepare product or services reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls and Generate Sales Lead.
- Identify the customers need to get the satisfaction.
- Meet personal sales targets and call handling quotas.
- Handle complaints provide appropriate solutions and alternatives 'within time limit.

## ACADEMIC EDUCATION:

| DEGREE/CERTIFICATION                      | EXAMINING BODY:                          | YEAR |
|---|--|------|
| Associate Diploma in Chemical Engineering | Punjab Technical Board Education Lahore  | 2016 |
| Secondary School Certificate              | Board of Intermediate Education, Sahiwal | 2013 |

## CERTIFICATION:

- *Seven Days Safety Training in NOON Sugar Mills and Limited.*
- *Chemical Training Certificate for Food Preservation by Govt. Of Pakistan.*
- *Sales Experience Certificate as Entrepreneur in Food.*

**Address :** (ADCB Metro Al Karama ) Dubai.