RANA ANAS

Technical Operations & Support Leader | Cloud & Server Infrastructure (AWS · Azure · Oracle) | AI-Powered Developer | Blockchain & PropTech Specialist | Open to Remote & Relocate Globally

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7+ Years Professional Experience

PROFESSIONAL SUMMARY

Versatile, high-impact **Technical Operations & Support Leader** with 7+ years of experience steering technical support, customer experience, and cross-functional operations across USA PropTech SaaS (Compass.com via ibex.), cryptocurrency/blockchain platforms (n.exchange), B2B enterprise software, and international logistics. Skilled in **Cloud & Server Infrastructure management including AWS, Microsoft Azure, and Oracle Cloud** — covering web hosting deployments, domain DNS configuration, and cloud server administration. Proven track record of consistently maintaining a **98%+ CSAT score**, handling the **highest ticket volumes** on the floor, and directing cross-functional teams of **50+ professionals** in fast-paced 24/7 environments. Actively builds and deploys software applications, automation tools, and web solutions utilizing cutting-edge **AI coding agents** and modern development stacks. Passionate about incident reduction, operational scalability, SLA compliance, and bridging engineering with customer success.

CORE COMPETENCIES

- Technical Operations Management
- Customer Experience (CX) Leadership
- AI-Assisted Software Development
- Team Leadership (50+ Staff)
- SLA, KPI & Metrics Management
- Incident & Escalation Management
- PropTech & Real Estate SaaS Platforms
- Blockchain & Cryptocurrency Systems
- Cross-Functional Team Leadership
- Root-Cause Analysis & Bug Triage
- Knowledge Management & SOP Creation
- B2B Enterprise Software Licensing
- CSAT / NPS / TTR / AHT Optimization
- Prompt Engineering & AI Tools
- Web Hosting & Server Deployment
- Domain & DNS Management
- Cloud Infrastructure (AWS · Azure · Oracle)
- Omnichannel Ticketing Systems
- Risk Management & Financial Analysis
- Remote Workforce Leadership

PROFESSIONAL EXPERIENCE

Technical Support Specialist — **ibex. Pakistan** May 2025 – Jun 2026 | Lahore, Pakistan (On-site / Contract)

Delivered mission-critical technical product support for enterprise clients, serving as frontline liaison managing Compass.com's Technical Product Support ecosystem within IBEX's global BPO operations.

- **Client Partnership & SLA Ownership:** Consistently met and exceeded stringent service-level agreements for first-response time, resolution rate, and customer satisfaction.
- **Performance Benchmarks:** Maintained a **98%+ CSAT score** across all evaluation cycles while handling the **highest ticket volume** on the floor.
- **Omnichannel Troubleshooting:** Proactively diagnosed and resolved complex technical issues across Compass.com's web and mobile platforms (listings, CRM integrations, mapping tools, client portals, and performance optimization).
- **Process Optimization:** Analyzed support trends and collaborated with internal teams to deploy workflow enhancements, significantly reducing average handle time (AHT) and repeat contacts.
- **Quality Assurance & Mentorship:** Trained and mentored incoming support specialists and authored troubleshooting guides to elevate floor-wide proficiency.

- **Cross-Functional Bug Escalation:** Partnered directly with Compass engineering and product teams to escalate, reproduce, and resolve high-priority defects.

Technical Product Support Specialist — Compass May 2025 – Jun 2026 | On-site (Contract)

Embedded directly within Compass.com's support ecosystem, empowering real estate agents across the United States to maximize proprietary digital tools, CRM systems, and marketing workflows.

- **Agent Enablement:** Provided personalized technical guidance on Compass web and mobile tools, property listing pipelines, and client collaboration portals.
- **Root-Cause Analysis:** Investigated recurring product friction points and collaborated with product managers to prioritize bug fixes and feature enhancements.
- **Knowledge Management:** Created and maintained troubleshooting documentation, FAQs, and self-service materials to reduce escalations and promote user independence.
- **Customer Advocacy:** Tracked agent satisfaction metrics, identified user pain points, and drove continuous platform improvements alongside engineering teams.

Dispatch Manager — Freightlinersllc.com Aug 2023 – Jul 2024 | United States (Remote / Full-time)

- Managed full-cycle truck dispatching operations, booking freight loads at competitive rates by negotiating directly with top USA freight brokers (TQL, Integrity, Coyote, Uber Freight, Landstar).
- Coordinated logistics schedules to guarantee on-time pickup and delivery while actively managing driver layovers, detentions, and route planning under tight deadlines.

Proprietary Equity Trader — The Funded Trader Apr 2023 – Mar 2024 | Remote (Contract)

- Managed over **$10,000+ proprietary trading capital** with institutional-grade risk management parameters, strict drawdown limits, and disciplined position sizing.
- Executed strategic foreign exchange and equity transactions based on technical analysis, market liquidity modeling, and macroeconomic trends.

Operations & Technical Support Manager — n.exchange Apr 2022 – Mar 2023 | London, UK (Remote / Full-time)

Directed end-to-end technical operations and customer support for a London-based 24/7 cryptocurrency exchange platform.

- **Team Leadership:** Successfully led and coordinated a cross-functional team of **50+ professionals** across technical support, exchange operations, and customer service.
- **Operational Continuity:** Oversaw platform uptime, blockchain transaction pipelines, wallet security, and system performance in high-volatility market conditions.
- **Customer Support Excellence:** Maintained a **98%+ CSAT score** across technical and transactional inquiries, personally handling complex escalated issues.
- **SLA & Process Governance:** Designed standard operating procedures (SOPs) and incident escalation pathways, reducing response times and ensuring compliance.

Customer Relationship Officer — MyTutorpod.com Jun 2021 – Jul 2022 | United States (Remote / Full-time)

- Managed a customer support team ensuring seamless online tutoring delivery and account management for students and tutors across North America.
- Resolved complex technical, billing, and scheduling inquiries, maintaining high client satisfaction ratings through structured communication.

Customer Relationship Officer — Telebridge Communications Jun 2021 – Jul 2022 | Remote (Full-time)

- Delivered high-touch client support and relationship management across telecommunications accounts, proactively resolving technical and billing friction points.
- Achieved a verified **15% increase in customer retention** through strategic engagement, rapid issue resolution, and quality service delivery.

E-Commerce Business Owner | Enterprise Software Licensing — Shop247.com.pk

Sep 2017 – Sep 2021 | Lahore, Pakistan (Remote / Self-employed)

Founded and scaled a specialized B2B digital distribution platform for enterprise software, serving corporate clients and regional wholesale distributors as an authorized reseller.

- Scaled the business from zero to **consistent profitability**, supplying Microsoft enterprise licenses (Windows, Office suites, Azure infrastructure) to corporate clients.
- Negotiated bulk pricing and volume licensing agreements to maximize margin while maintaining competitive market pricing.
- Administered web hosting infrastructure, server security, payment gateways, and automated fulfillment workflows.

Customer Service Representative — **Tribe Consulting (Pvt.) Ltd.** Feb 2021 – Jun 2021 | Pakistan (On-site / Full-time)

- Resolved technical customer queries promptly with high quality ratings, boosting customer comprehension of products by 10%.

Business Owner — **HostLunar.com** Jan 2010 – Apr 2014 | Pakistan (Self-employed)

Founded and operated a web services enterprise providing dedicated server hosting, domain registration, and cloud infrastructure solutions to a diverse client base.

- **Web Hosting & Server Management:** Provisioned, configured, and maintained dedicated web servers, administering hosting environments for multiple client websites and domains.
- **Domain & DNS Administration:** Managed full lifecycle domain registration, DNS record configuration (A, CNAME, MX, TXT), nameserver routing, and subdomain management.
- **Cloud Server Infrastructure:** Administered cloud servers across platforms including AWS, Microsoft Azure, and Oracle Cloud — covering server provisioning, security hardening, uptime monitoring, and performance optimization.
- **Client Relations & Growth:** Directed business growth initiatives and maintained high client satisfaction through dedicated account management, technical support, and enduring partnerships.
- Managed SSL certificates, hosting control panels (cPanel/WHM), and payment/billing workflows for enterprise and SMB clients.

AI & SOFTWARE DEVELOPMENT PROJECTS

ApexPen — Desktop Screen Annotation Engine for Windows Aug 2026

Built a high-performance, lightweight Windows desktop annotation engine for educators, trainers, and presenters. Features ultra-smooth vector inking, transparent highlighter, live laser spotlight, click-through mode, auto-step badges, and seamless full-screen PowerPoint support (<35MB RAM usage).

MT5 Multi-Account Trade Manager 2026

Architected a standalone Windows desktop application for Forex traders and prop firms utilizing a *Master-Worker Multiprocessing Architecture* to execute concurrent multi-terminal orders, independent risk/lot sizing, live portfolio PnL monitoring, and OS-keyring encrypted credential storage.

Background Music Remover Jul 2026 – Aug 2026

Developed a real-time Windows desktop audio utility that suppresses background music while preserving voice clarity for webinars and live content.

AI-Powered Rapid Application Development Ongoing

Leveraging state-of-the-art AI coding agents and advanced prompt engineering to build end-to-end web and software applications.

KEY CAREER ACHIEVEMENTS

- **Flawless CSAT Record:** Maintained a **98%+ CSAT rating** throughout entire career review cycles at Compass/ibex. and n.exchange.
- **Top Volume Performer:** Handled the **highest ticket volume** on the floor at Compass.com / ibex. support operations.

- **Senior Operational Leadership:** Managed a team of **50+ cross-functional personnel** across 24/7 exchange operations.
- **Client Retention Impact:** Achieved a **15% increase in customer retention** at Telebridge Communications.
- **Entrepreneurial Success:** Founded and grew Shop247.com.pk into a profitable B2B enterprise software provider over a 4-year tenure.
- **Portfolio Risk Governance:** Successfully traded and managed **$10K+ capital** adhering to professional drawdown standards.

EDUCATION & HONORS

Bachelor of Commerce (BCom) — Business/Commerce, General 2014 – 2016

The Superior University, Lahore, Pakistan

🏆 **Honor & Award:** *Best Coordinator (CR) of the Year* — Issued by Superior University (Apr 2015)

TECHNICAL SKILLS & TOOLS

- Zendesk / Freshdesk / CRM Tools
- AI Coding Agents & Workflows
- Python & Desktop GUI Tooling
- AWS (Amazon Web Services)
- Microsoft Azure Cloud
- Oracle Cloud Infrastructure
- Web Hosting / cPanel / WHM
- Domain & DNS Configuration
- Jira / Confluence / Notion
- MetaTrader 5 (MT5) API & Trading
- Blockchain & Cryptocurrency Exchanges
- SSL Certificates & Server Security
- HTML5 / CSS3 / JavaScript
- SLA Tracking & KPI Dashboards
- Google Workspace & Sheets
- Prompt Engineering & LLM Workflows

LANGUAGES

- English — Full Professional Proficiency
- Urdu — Native / Bilingual Proficiency
- Punjabi — Native / Bilingual Proficiency