



Nityanand Rai

Customer Service Representative

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SUMMARY

Attraction and Gaming Park field Customer Service Representative with demonstrated organizational skills, customer services, and teamwork, communication in both verbal and written excellence, managing for daily improvement, lean vision and rapid continuous improvement skills. Seeking a position within your company utilizing experience skills and exceptional physical abilities to maximize the company efficiency.

SKILLS

- Microsoft Word, Excel, PowerPoint and Outlook
- POS and Cash Handling
- Customer Service
- Determined and Focus to work
- Hardworking with Initiative

WORK EXPERIENCE

LEISURE QATAR (Virtuocity)
(Customer Service Representative)

(Feb 2022-Present)

- Day pass and media card (Virtuocity) balancing them at end of the week
- Give guest information regarding the adventure and Virtuocity games
- Operate Computer and PC's .Performed other job related duties as assigned
- Resolve all customer complaints in a professional manner while prioritizing customer satisfaction
- Communicate clear expectations and goals to each team member
- Cultivated a customer focused shopping environment by greeting and responding to all customers in a friendly manner
- Inspect computer devices for any malfunction before opening to the public
- Monitor and report unsafe conditions to the manger promptly

LANDMARKGROUP QATAR (Centrepont)
(Department In Charge)

(May 2011- Dec 2021)

- Supervised and coordinated with the staff by performing their duties especially in work.
- Manages daily sales floor operations to deliver an outstanding store experience customer loyalty and strengthens the brand.
- Ensure to achieve sales targets of the store by following company policies and procedure
- Proper communication and answered customers queries, Helped customers select products that fit to their needs
- Maintaining the appropriate signage for the products and promotions as per store standard.
- Ensuring that product deliveries and movements are processed company stocks management guidelines

ACHIEVEMENTS

LANDMARKGROUP QATAR
(Centrepont)

EMPLOYEE OF THE MONTH

(MARCH 2021)

EDUCATION

High School

National Institute Of Opening School

(SY: 2016-2017)