



RAVINDER SIDHU



CONTACT

@ rdrsdh@gmail.com

70949561

Building 13 Zone 45 Street 944
Akhtam Bin saifi street Old airport,
Doha



OBJECTIVE

Knowledgeable and dedicated customer service professional with extensive experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses



EXPERIENCE

Mawaqif Qatar

06/2023 -

Valet Driver

*Greeted guests professionally and provided prompt valet parking and retrieval services.

*Safely operated and parked various vehicles, including luxury and high-performance models, in designated areas.

*Ensured careful handling of vehicles to avoid damage and maintained strict adherence to safety protocols

Twenty Twenty limousine service, Doha Qatar

12/2022 - 05/2023

Chauffeur

*Provided safe, punctual, and professional transportation services for clients, ensuring their comfort and confidentiality.

*Maintained a clean and well-maintained vehicle at all times, adhering to company standards.

*Effectively planned and optimized travel routes to meet schedules and avoid delays.

Diala Bank

03/2021 - 11/2022

Customer Service

Answering questions about a companies insurance and loan services.

Mr. valet, Doha Qatar

03/2018 - 03/2020

Customer service representative

Resolve customer complaints via phone, email, mail, or social media.

Greet customers warmly and ascertain problem or reason for calling.

answering phones and emails from customers. Inputting reservations from web portals. General office work



SKILLS

Customer service

Problem solving

Motivated team work



LANGUAGES

English

Hindi

Punjabi

Basic Arabic

Mr. Valet, Doha Qatar

03/2017 - 03/2018

Valet Driver

Welcomed arriving guests and explained car retrieval procedures
Parked and retrieved cars carefully to prevent damage and avoid delays

Assisted guests with loading and unloading luggage and delivered instructions to front desk for check-in

Dadra Travel Agency, Punjab, India

07/2012 - 11/2016

Immigration Consultant

Deliver case specific advice and lead/implement practices specifically with regard to study and work permits, visas, health insurance, employment, cultural adjustment, dependents and related issues.

Manage timelines and caseflow on a daily basis, updating senior staff and team regularly;

Maintain the highest standard of immigration advice to One Immigration clients

Atpac industry

08/2009 - 06/2012

Team leader

Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand

Set overall vision and provided team leadership

Handled customer complaints, resolved issues and adjusted policies to meet changing needs

Hot food caterers, Dehradun, India

01/2007 - 01/2008

Waiter

*Part Time Job

Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously

Stayed up to date on menu changes to offer current and accurate information, answer questions and help customers select optimal meal choices based on individual preferences

Set dining tables to prepare for diverse types of events and follow strict service standards Maintained customer satisfaction by clarifying questions about orders and specialty items Handled customer complaints with poise and grace, immediately resolving issues through immediate acknowledgment and commitment to service

Brentwood Hotel, Missouri, India

06/2006 - 12/2006

Trainee

* Shadow senior team members to learn all realted jobs.

*Learned new materials, processes and programs quickly to maximize performance.



EDUCATION

Baba Farid Institute of Technology

2009

Bsc in Hotel Management
68%

Fert. Senior secondary school

2009

12th standard secondary education

B+