



## Ravinder Sidhu

Building 13 Zone 45 Street 944 Akhtam Bin saifi street Old airport, Doha  
70949561 | rdrsdl@gmail.com

### 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

06/2023 -

- **Valet Podium Attendant at Hamad Medical Cooperation**

Mawaqif Qatar

Customer-focused Valet Podium professional skilled in managing valet operations and ensuring superior guest service. Adept at handling cash transactions, resolving customer inquiries, and maintaining a organized and efficient queue system in fast-paced settings

12/2022 -

05/2023

- **Chauffeur**

Twenty Twenty limousine service, Doha Qatar

\*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.

03/2021 -

11/2022

- **Customer Service**

Diala Bank

Answering questions about a companies insurance and loan services.

03/2018 -

03/2020

- **Customer service representative at UDC pearl qatar**

Mr. valet, Doha Qatar

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

03/2017 -

03/2018

- **Valet Driver at intercontinental Hotel Katara**

Mr. Valet, Doha Qatar

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

07/2012 -

11/2016

- **Immigration Consultant**

Dadra Travel Agency, Punjab, India

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 caseload on a daily basis, updating senior staff and team regularly;

Maintain the highest standard of immigration advice to One Immigration clients

08/2009 -  
06/2012

- **Team leader**  
Atpac industry  
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

EDUCATION

2009

- **Bsc in Hotel Management**  
Baba Farid Institute of Technology  
68%

2009

- **12th standard secondary education**  
Fert. Senior secondary school  
B+

SKILLS

Guest Relation



Professional Demeanor



Hospitality



Conflict resolution



First and last point of contact



LANGUAGES

- English
- Hindi
- Punjabi
- Basic Arabic

PERSONAL DETAILS

- Driving Licence : 28735659901

REFERENCE

- **Mohammed Afsal - Mawaqif**  
Supervisor  
+97470949561
- **Mohammed Neela Ppunathummam - Mawaqif**  
Team Leader  
+974 50439985
- **Ms. Ann Mariba - Teyseer security**  
CCTV operator supervisor at Hamad Medical Cooperation  
+974 30845048