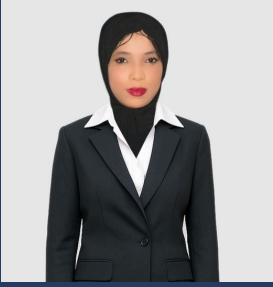


Nasra Omar Rashid



OBJECTIVE

Master of multitasking and performing in high pressure situations with highly organized efficiency. Outstanding customer service skills with internal clients and general public. Strong creativity and problem-solving skills. Able to work independently as well as in a group setting. Easily adapts to a new task. Comfortable working with Microsoft Office, Word and Excel.

Experience

RESERVATIONS AGENT, SALES & TICKETING — MAY 2025 - Present

DOHA BUS, QATAR

- Led a team of Reservations agents, improving efficiency and guest satisfaction scores.
- Coordinate with drivers and tour guides to confirm bookings.
- Trained new hires, enhancing team productivity and reducing onboarding time.
- Provide accurate information on tour schedules and package prices.
- Handle Customer reservations and ticket sales for sightseeing tours.

CAFETERIA CASHIER

MARCH 2022 – JULY 2024

AL AHLI HOSPITAL (UNIVERSAL SERVICES MAINTAINANCE UNDER CONTRACT)), QATAR

- Led team in managing billing transactions for patients and ensured accuracy in daily report.
- Processed customer payments using cash, POS, and card transactions
- Coordinating with other departments to ensure smooth hospital operations.
- Worked closely with the food & beverage team to provide patients with meal options as per hospital guidelines.

Guest Service Agent — Oct 2020 – Dec 2021

PRIDE IN BEACH RESORT

- Provides support to front-line personnel so that can deliver the highest level of outstanding guest service possible.
- Ensure good interdepartmental communication network and teamwork.
- Welcomed and assisted guests, ensuring smooth check-in and check-out processes.
- Managed reservations, cancellations and guest inquiries efficiently.
- Handled guest complaints and provided prompt resolutions to maintain satisfaction.

TELEPHONE OPERATOR (INTERN) — Jan 2019 – Oct 2020

ENGLISH POINT MARINA HOTEL

- Answered and directed incoming calls professionally, providing information and assistance.
- Assisted guests with reservations, inquiries and general information.
- Maintained a courteous and helpful tone while managing high call volumes.
- Scheduled appointments and coordinated meetings for management or departments.

Contact

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Doha, Qatar

SKILLS

- Communicating Skills
- Self awareness
- Teamwork
- Time Management
- Flexibility and Adaptability
- Attention to Details

LANGUAGE

- English
- Basic Arabic

EDUCATION

Certificate of Secondary Education (High School)

Computer Literacy

- Well experienced with Windows environment such as MS Office Tools, MS Excel.
- Proficient in software such as Opera.
- Learned much conversant with Internet and Emailing Tools.

ACHIEVEMENTS

- RECOGNIZED ON TRIP ADVISOR FOR EXCELLENT SERVICE & CUSTOMER SATISFACTION AT DOHA BUS 2025