

# Raheel Ashraf

## B.com (Bachelor of Commerce Certificate)

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Qatar Driving License

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### CAREER SUMMARY:

Experienced and customer-focused professional with over 7 years in customer service, travel assistance, and banking operations, supported by a Bachelor's degree in Commerce. Proven expertise in flight reservations, ticketing, and upselling travel services at Qatar Airways, with strong knowledge of Amadeus and handling VIP clients. Previous banking experience with Meezan Bank and Dubai Islamic Bank, managing cash operations and customer accounts. Known for excellent communication, problem-solving, and a commitment to delivering high-quality service in fast-paced environments.

### PROFESSIONAL WORK EXPERIENCE:

**Organization:** Qatar Airways  
**Designations:** Customer Service Agent (Oct 2022 – July 2024)

#### Responsibilities:

- **Customer Support & Travel Assistance:** Provide excellent customer service by addressing inquiries, resolving complaints, and ensuring high satisfaction levels with minimal escalation.  
Assist travel agents with seat confirmations, VIP bookings, and ticketing queries.  
Respond to phone calls, offering travel solutions including booking, rescheduling, and flight changes, while ensuring customer satisfaction.  
Assist customers with website and mobile app navigation to access travel information.  
Address client requests professionally and handle complaints to minimize dissatisfaction.
- **Flight Reservations & Ticketing:** Manage reservations using the Amadeus system, ensuring accurate bookings and timely flight updates.  
Process ticket bookings and changes, using timetables, airline manuals, and tariff books.  
Issue tickets and EMDs with accurate fares, minimizing operational errors and customer complaints.  
Allocate seats, maintain computerized seat inventory, and minimize customer wait times to ensure seamless service.  
Process reservations made by phone, email, or fax and respond to telex messages or authority requests.
- **Sales & Upselling:** Promote and sell Qatar Airways products, services, and Discover Qatar (DQ) offerings, including upgrades, hotel bookings, and Privilege Club memberships.  
Upsell and cross-sell DQ products to enhance revenue, providing customers with options for stopovers, hotel accommodations, and travel enhancements.
- **Compensation & Discounts:** Apply discounts for Privilege Club members and assist with hotel reservations.  
Manage compensation and discounted ticket processing, ensuring compliance with company policies.  
Offer guidance on passport, visa, and health requirements, and assist with check-in procedures.
- **Operations & System Management:** Monitor and track the quality of services provided by external vendors, maintaining logs for review and reporting.  
Supervise the successful use of DQ's booking system and Visa Application platform, escalating issues when necessary.  
Ensure smooth team operations, providing performance feedback and identifying training needs to support team improvement.
- **Customer Relationship Management:** Build and maintain a customer database, cultivating relationships through regular contact and updates on new services or promotions.  
Handle escalated calls and complaints, resolving issues to maintain customer satisfaction.  
Educate customers on legal travel requirements, assisting them from start to finish with their journey.
- **Promotions & Revenue Enhancement:** Actively promote special offers and products to increase revenue generation, including Privilege Club memberships and other travel enhancements.  
Assist with promoting QR services and special offers to generate additional income for Qatar Airways.
- **Reporting & Performance Monitoring:** Prepare performance reports for travel agents, providing constructive feedback to support improvement and enhance team performance.
- **Special Requests & Support:** Support special requests for passengers, including UMN/YP services, seat/meal preferences, and WCHR requests.  
Ensure timely escalation of issues to supervisors for resolution, ensuring high-quality service and customer satisfaction.
- **Staff Development & Innovation:** Provide performance feedback and assist in training staff to enhance team effectiveness.  
Contribute innovative ideas to improve service quality, streamline operations, and increase sales.

**Organization:** **Meezan bank Pakistan**  
**Designations:** **Customer Service** (Jan 2021 – Oct 2022)

**Responsibilities:**

- Oversaw the secure opening and closing of the main cash vault and teller counters, ensuring compliance
- Handled PRI transactions and processed clearing/collection cheques with precision.
- Facilitated cash transactions, including deposits, withdrawals and the issuance/encashment of payment orders and demands drafts

**Organization:** **Dubai Islamic Bank**  
**Designations:** **Customer Service Representative** (June 2017 – Dec 2020)

**Responsibilities:**

- Attracts potential customers through product knowledge, service questions, and product suggestions.
- Opens and updates customers account information.
- Initiate customer follow up to ensure customers service satisfaction.

**Professional Skills:**

- **Leadership & Management:** Lead and inspire large, multicultural teams in high-pressure environments, fostering engagement and performance.
- **Operational & Problem-Solving Skills:** Organize and plan effectively to ensure smooth operations and efficient resource allocation.
- **Customer Management & Communication:** Communicate clearly with all stakeholders, ensuring high levels of service and satisfaction.
- **Safety Awareness & Compliance:** Maintain strong safety awareness and ensure compliance with operational security standards.
- **Self-Starter and Adaptability:** Work independently with minimal supervision, quickly adapting to changing regulations and priorities.
- **Problem-Solving Abilities:** Identify and resolve issues promptly to maintain smooth operations and meet deadlines.
- **Multitasking & Attention to Detail:** Manage multiple tasks simultaneously while maintaining accuracy and attention to detail.
- **Cultural Competency:** Work effectively in a multicultural environment, ensuring clear communication and collaboration across diverse teams.

**Technical Skills:**

- **Technical Proficiency:** Proficient IT skills, with advanced knowledge in key operational systems:
  - **Amadeus** GDS, Selling Platform, CRM, Ticketing
  - **Avaya** Avaya Aura, Avaya Cloud Office, Avaya Contact Center, VoIP
  - **Verint** Workforce Management, Call Recording, Quality Monitoring, Analytics
  - **Microsoft Office:** Microsoft Word, Excel, Power Point & Outlook