

OBAID RASHID KHAN

Customer Relations Manager | Key Account Manager

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PROFESSIONAL SUMMARY

Results-driven customer service and finance professional with over 10 years of experience across aviation, banking, customer relations, and key account management. Strong background in handling customer transactions, account management, compliance, documentation, and service excellence. Detail-oriented, trustworthy, and highly customer-focused, seeking a Teller or Customer Service role within a bank or exchange house.

WORK EXPERIENCE

Store To Door Food Delivery – Customer Relations Manager

Doha, Qatar | 06/2024 – Present

- Manage daily customer inquiries and service requests across multiple channels.
- Resolve escalated customer complaints while maintaining high satisfaction levels.
- Maintain accurate customer records, reports, and service documentation.
- Coordinate with internal teams to ensure timely and efficient service delivery.
- Identify service improvement opportunities to enhance customer experience and retention.

Qatar Airways – Flight Attendant

Doha, Qatar | 07/2017 – 04/2024

- Delivered high-quality customer service on international flights in line with company standards.
- Ensured full compliance with safety, security, and regulatory procedures.
- Managed in-flight sales, cash handling, and customer transactions accurately.
- Responded effectively to medical, safety, and service-related emergencies.
- Resolved passenger concerns professionally in a multicultural environment.

Al-Homaizi Group – Key Account Manager

Kuwait | 03/2013 – 05/2017

- Managed and maintained key corporate and individual client accounts.
- Handled billing coordination, documentation, and account follow-ups with accuracy.
- Maintained confidential client and financial records in compliance with company policies.
- Served as the primary point of contact for client inquiries and issue resolution.
- Supported revenue growth through cross-selling and upselling initiatives.

IndusInd Bank – Customer Service Executive

Kashmir | 01/2012 – 02/2013

- Assisted customers with account opening, transactions, and banking services.
- Provided accurate information on bank products, services, and procedures.
- Handled customer queries while ensuring compliance with banking regulations.
- Supported daily branch operations and service activities.
- Maintained high standards of accuracy, confidentiality, and customer care.

EDUCATION

Bachelor of Commerce (B.Com) – Commerce and Accounts Management

Kashmir University, India

CERTIFICATIONS

- Safety Training Certificate – Qatar Airways
- Premium Service Excellence Certificate – Qatar Airways
- Economy Service Excellence Certificate – Qatar Airways

SKILLS

Customer Service, Cash Handling, Teller Operations, Account Management, Compliance, Documentation, Communication Skills, Problem Solving, Confidentiality, CRM Systems

LANGUAGES

English, Arabic, Kashmiri

ADDITIONAL INFORMATION

Qatari Driving License – Valid