

Zaineb Rahali

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Profile

As an organised and highly creative individual, I love the challenge of working within a dynamic and fast paced working environment. The knowledge gained from my corporate experience with previous and RKH Qitarat has shaped my ability to adapt quickly, work efficiently, think creatively and work effectively as part of a team or on my own.

Work Experience

RKH Qitarat

July 2018 to Till Date

RKH Qitarat are operator for the Doha Metro and Lusail Tram, for maintenance of network and customer experience provisions. Our organisations are a Public transport service, to the highest safety standards while providing its customers with the best integrated experience.

Job title: Customer Experience Agent

- Assist station Master and coordinate with station opening and closing.
- Communicating clearly and effectively with passengers, Station Masters and line controllers.
- Monitor & Report all incidents, abnormalities and faults in the station.
- Responsible for safety of station and passengers in the station.
- Educated myself to understand the process and standard of the organisation.
- Participated on the test cases like station evocation, train rescue (Underground and elevated) of Doha metro and improved my knowledge and skills to give the best service and safer atmosphere to the passengers.
- Dealing with all types of customers (VIP Customers , Passengers reduce mobility) and providing the very best in the world class experience, & selling metro cards, information and enforcing revenue protection procedures.
- Trained in equipment such as: TOM, TVM, AFC Gate and PSD.

Imec International (Boiler Maintenance)

3 Years: From 01/06/2014 To 01/07/2017

Job title: Executive Assistant

- Preparing purchase orders/ delivery notes
- Logging or processing bills & expenses.
- Resolving customers complaints, address customer concerns and explain company or store policies
- Organizing and servicing meetings
- Managing database
- Typing, preparing and collating report
- Quarterly carried out customer-satisfaction surveys, compiling results into detailed reports.

VoiceCom

2 Years: From 01/10/2011 To 19/10/2013

Job title: Call centre Agent

- Contacting customers (B to C) + (B to B).
- Managing large amounts of inbound and outbound calls in a timely manner.
- Achieve the business objectives decided by the company.
- Help the customers and provide good services and products.
- Identifying customer's needs , clarify information, research every issue and providing solutions.
- Make the follow-up after sales and ask for feedback.

Education

2012: Professional Master's in International Management from Higher Institute of commerce and Accounting (Bizerte)

2010: Marketing from Higher Institute of Commerce and Accounting (Bizerte)

2007 : Bachelor's degree in Economy and Management

Professional Skills

From 29/12/2014 To 01/01/2014 : Certificate of professional training system ISO 9001 Quality management

From 09/07/2020 To 08/07/2023 : Training on Emergency First Aid

From 28/06/2020 To 27/06/2023 : Training on Basic Fire Fighting

MS-Office-Outlook/Word/Excel/PowerPoint

Licence: Qatar driving licence

Languages Known

Arabic, English, French and Italian basic

