

Rameez Khan

Customer-Facing Professional with 3+ Years in Hospitality, Sales & Collections | Currently at Dubai International Airport

Professional Summary

Motivated and service-oriented professional with 4 years and 10 months of versatile experience in customer service, operations, collections, and hospitality. Currently contributing to the premium guest experience as a General Assistant at Emirates Flight Catering's Business Class Lounge in Dubai International Airport. Proven ability to lead teams, enhance customer satisfaction, and meet performance KPIs across fast-paced corporate and hospitality environments. Adept in interpersonal communication, time management, and process efficiency with a strong focus on guest engagement and service excellence.

Key Skills

- Customer Care & Relationship Management,
- Hospitality & Lounge Operations,
- Team Leadership,
- Sales & Collections Operations,
- Process Optimization,
- Data Management & Analysis,
- Conflict Resolution,
- Time Management & Productivity,
- Communication & Coaching,
- Cross-Cultural Communication,
- Client Onboarding & Support,
- Document Handling & Administrative Tasks,
- Multilingual Support & Customer Interaction

Work Experience

Emirates Flight Catering (October 2024 – Present)

General Assistant – Business Class Lounge, Dubai International Airport

- Providing high-quality assistance and customer service to business class passengers.
- Ensuring smooth lounge operations and maintaining premium hospitality standards.
- Supporting team operations to enhance guest experience.

Innov Source (Feb 2023 – March 2024)

Team Leader – SBI Sales (Operations)

- Managed credit card sales operations and oversaw the sales process.
- Handled field teams to enhance sales performance.
- Led the training team during trainer shortages.
- Ensured data churn completion for improved customer contact and productivity.
- Achieved KPI targets and drove revenue growth.

Mpokket (Jan 2020 – Feb 2023)

Team Leader – Collections (Operations)

- Led Up-Recovery collection efforts, handling high-tenure collection buckets.
- Collaborated with field teams to maximize collections.
- Supported training team operations in the absence of trainers.
- Ensured data processing for effective customer outreach.
- Met process KPIs and revenue targets consistently.

Education

12th Grade – NIOS (2018)

10th Grade – ICSE (2014)

Personal Details

Email: Rameezkhan141@gmail.com

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Location: Dubai, UAE (Present) | Darjeeling, India (Permanent)

Date of Birth: 20th September 1997

Gender: Male

Nationality: Indian

Languages: English, Hindi, Nepali, Bengali