



Highly skilled **Customer Service and Helpdesk Analyst** in the Travel Industry, using exceptional communication and problem-solving abilities to provide swift, accurate resolution across varied technical/non-technical issues.

# ABDUL MOIZ RAWASIA

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## Award and Recognition

- BEYOND Awards winner each year since 2016 for Extraordinary Efforts to the Helpdesk.

## Skill Highlights

- Customer Service
- Active listener
- Problem solver
- Motivational Team Player
- Communication Skills
- Travel Expert
- MS Office Efficiency

## Languages

- English
- Urdu
- Arabic
- Bahasa Indonesia

## Hobbies

- Playing music - Guitar, Keyboard.
- Video Games
- Travelling
- Playing team sports - Cricket, Football, Basketball.

## Achievements

- Consistently achieved Global Top 10 Analyst of monthly Customer Satisfaction Net Promoter Score (NPS).
- Achieved 95% higher first call resolution monthly for past 7 years.
- Dedicated Coach and Mentor for new product testing, implementation and rollout.

## Experience

### Helpdesk Analyst- Travelport, Jeddah

April 2014 to Present.

Travelport Help Desk Analyst for Galileo GDS providing telephonic assistance and resolution of problems to subscribers for functional and technical issues relating to all Travelport products.

### Travel Consultant- Citylink Travels

October 2010 to January 2014.

Citylink Travels is a part of Citylink Group of Companies which includes Citylink Cargo, OTEX Express, Citylink Trade (Lubricant Division) and Al-Howdaj. Worked in the travels department as a counter staff with the use of SABRE and Galileo GDS.

### Travel Consultant- Al Rajhi Aviation

February 2010 to July 2010.

Al Rajhi Group is one of the leading group of companies of the Kingdom having their businesses in restaurants (including Shami, Abu Shukra etc), travel agencies and aviation. An Internee Sales Ticketing with job responsibilities of providing ticketing services to passengers with the use of Galileo and Amadeus GDS.

### Call Center Representative- Abacus Consulting

March 2009 to December 2009.

Abacus Consulting is one of the successful call centers in Pakistan dealing with international and domestic campaigns. Call Center Representative for Blue Sheep which is like Yellow Pages for UK.

## Education

### Association of Certified Chartered Accountants (ACCA) -SKANS, Lahore

Fundamentals Completed

### Certified Accounting Technician (CAT) -SKANS, Lahore

Transferred to ACCA

### A-Levels- British Council, Karachi

GCSE- Habib Public School, Karachi