DINESH KUMAR BASNET

💼 Work History

2022 – OCT
2024 - JUL

PRIVATE LIMOUSINE DRIVER
Doha, Qatar

- Drive 100 to 200 customers per week to destinations around the city using best safety practices • Complete at least 5 airport runs daily.
- Assist passengers with luggage and packages, sometimes to their front door when needed.
- Answer questions regarding local history, landmarks, restaurants and tourist attractions.
- Provide narration to highlight various points of interest during a car trip when passengers want to learn more information about a location.

2019 - NOV
2022 - OCT

SENIOR CUSTOMER SERVICE AGENT
QATAR AIRWAYS, *Doha, Qatar*

- Assist with check-in, boarding at the gates as per laid down procedures, provide announcements, and carry out hand baggage removal, handling of late-to gate customers, flight coupon reconciliation and head count confirmation to ensure safe and on time departure of flights.
- Minimized passenger complaints, making public address announcements to inform about status updates, delays and emergencies.
- Smoothened check-in procedures by providing effective and efficient passenger assistance at self-service check-in kiosks.
- Assist CSA & ASA for check-in and boarding issues at the boarding gates, check-in counter and transfer desk wherever a support is required.

2016 - JAN
2019 - NOV

CUSTOMER SERVICE AGENT
QATAR AIRWAYS, *Doha, Qatar*

- Assist with check-in, boarding at the gates as per laid down procedures, provide announcements, and carry out hand baggage removal, handling of late-to gate customers, flight coupon reconciliation and head count confirmation to ensure safe and on time departure of flights.
- Assist passengers with special needs to guarantee comfortable travel experience.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.

📇 Contact

Address
Budanilkantha, Kapan, Milan Chowk, Kathmandu, NEPAL

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+977 9764392912

Email
denkaji@gmail.com

👨‍💼 Skills

Customer Orientation
Communication Skill
Active Listening
Computer Knowledge
Time Management

💬 Language

English – Fluent
Japanese – Intermediate
Hindi - Fluent

📇 Passport

Passport No: 11163215
Type: Normal
Date of Issue: 16 NOV2018
Date of Expire: 15 NOV2028
DOB: 10 NOV 1980
Nationality: NEPALESE

🚗 Driving License

Qatar Light Vehicle Car
License No: 28052430573
Issued: 2021-10-26
Expire: 2027-08-14
Issued by: MOI Traffic Dep, Qatar

2013 - MAY
2016 - JAN

BELL HOST
QATAR AIRWAYS, *Doha, Qatar*

- Assist with premium customer's baggage for the check-in counter and providing arrival meet and greet for premium customers
- Assisting disable customer on wheelchair to make them smooth travel experience.
- Coordinated group arrivals and departures, handling multiple luggage items efficiently.
- Assisted guests with loading and unloading of luggage from vehicles.

2005 – MAY
2012 - JAN

FIBER CEMENT BOARD INSTALLER
ORIENTAL PLAN, *TAKASAKI-SHI, JAPAN*

- Working as contractor /builder to install fiber board on residential house, associated with one of the biggest builders like Kai Star, Daiwa House in Japan.
- Worked collaboratively with other team members to achieve common installation goals.
- Maintained clean, tidy working environments for best possible safety practices and optimize staff wellbeing.

2003 - FEB
2004 – MAY

TECH/WEB DESIGNER/COMPUTER OPERATOR
MANDALA ASSOCIATES, *Kathmandu, Nepal*

- Responsible for conceptual design, layout and coding using HTML, CSS, PHP coding platform, maintaining the hardware system entire the office network and apartments
- Providing the helpdesk IT support.
- Designed and created eye-catching, functional, intuitive websites, continually exceeding client expectations.
- Conducted competitor analysis to inform design decisions and innovations.

2001- JAN
2005 - MAY

NETWORKING/GRAPHICS DESIGNER (Support)
RD CYBER CAFÉ, *Kathmandu, Nepal*

- Designing and installing computer networks, connections and cabling troubleshooting system failures and identifying roadblocks in the network, fixing problems in LAN infrastructure and testing and configuring software
- Designing as per the client requirements of book cover, web banners using Adobe Photoshop, Page Maker, Maya 3D.

COMPUTER INSTRUCTOR

1999 - NOV
2000 - NOV

SOFTEACH COMPUTER SYSTEM, *Kathmandu, Nepal*

- In responsible for teaching computer application and fundamentals, usage skills to students in school
- Job duties include developing class room lesson plan, delivering lectures and info to the class.
- Helped students and staff members troubleshoot technical issues.
- Provided appropriate resources and learning materials to promote student comprehension.
- Conducted teacher training workshops on uses of technology in classrooms.
- Developed curriculum to guide students through hands-on technology projects and computer-related activities.

🎓 Education

1999 - NOV
2000 - NOV

Diploma in Computer Application
Speed Computer Center, Kathmandu, Nepal

2000 - AUG
2001- AUG

Diploma in Hardware Technician
Softech Computer System, Kathmandu, Nepal

2000 - JUL
2002 - SEP

High School Degree (+2)
Little Angels College, Lalitpur, Nepal

1996

School Leaving Certificate
Bal Kumari Sec Boarding School, Kathmandu, Nepal

🏅 Accomplishments

Providing safe and reliable transportation for high-profile clients.