

# MANORAJH.T



## CONTACT

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## LANGUAGES

Tamil  
English

## PASSPORT AND RP

Passport No: N5550345

PP Expiry: 20/08/2025

QID No: 28514407238

QID Expiry: 30/11/2024

Driving License: 19/01/2029

## PERSONAL INFORMATIONS

Date of Birth: 02/04/1985

Civil Status: Married

Nationality: Sri Lankan

Name in Full: Manorajh Thevarajah

# CURRICULUM VITAE

## OBJECTIVE

To acquire a position that will build my skill to become an efficient employee and having more than 17 years extensive experience in the field of Car Rental Agent & Customer Service with strong abilities in all aspects of management possesses excellent leadership, communication and report writing skill. Seeking a challenging position where my competencies, capabilities, caliber, skills experience and expertise are suitable for the growth of an organization and self.

## WORK EXPERIENCE

### 17 YEARS IN RENTAL AGENT & CUSTOMER SERVICE

Company Name : Al Sulaiman Rent A Car in Doha Qatar  
(2009 - Present)  
Designation : Car Rental Agent and Customer service /  
Transportation coordinator

Company Name : Tamimi and Saihati Transport Company in Saudi  
Arabia (TASECO – Saudi Aramco Transportation)  
(2006 - 2008)  
Designation : Computer Programmer / Data Entry Operator /  
Transportation coordinator

## JOB PROFILE

- Generating new business with various business strategies.
- Ensuring customer service satisfaction and good client relationship from initial contact through to closure.
- Providing Sales Training on regular basis.
- Maintaining Customer Inquiry Database.
- Drafting of Contract.
- Regular meeting with sales team to evaluate the business circumstances and assisting in problem solving and boosting to encourage the sales.
- Awareness of company Rules & Regulations, Rental agreement Terms & Condition, required documents to open agreement for Individual & Corporate, Price List, available list of vehicle and handling software (FMS).
- Expertise in generating systematic procedure in order avoid any unreported vehicle movement and losing revenue to the company.
- Making accurate rental calculations and providing customers with quotations.
- Maintains relationships with clients by providing support and required information.
- Monitor the Opening & Closing of Rental Agreements.
- Monitoring the Posting of vehicle movement to FMS.
- Monitoring the Vehicle replacement.
- Monitoring the Registration Renewal.
- Controlling non-revenue movement of vehicle.
- Monitoring the Documents keeping & Filing: Open & Closed Rental Agreements, Corporate Documents, checklist copy, receipt copy, invoice copy, rental agreement copy, police report copy and any incoming and outgoing documents.
- Monitoring Administrative Duties such as preparation of checklist, invoicing, receipting.
- Follow up the drivers and ensure the quality of their work.
- Ensuring proper Inquiry/Payment/Traffic Violation such as entire Follow up related with client.

- Ensuring proper Service Follow up.
  - Reporting to the Head Management and preparation of daily report.
  - Monitoring the ready list, Keys & physical stock of the vehicle.
  - Maintaining professional service by ensuring the cleanliness of vehicle as per our organization standards.
  - Monitoring Fleet Control Management system and quality control
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- **Transportation In - Charge (RKH QITARAT & QASSP)**

#### **SKILL DEVELOPMENT AND TRAINING**

Participated several Training programs conducted by Al Sulaiman Rent a car.

- Recognizing the Customer's need
- Up Selling
- Advertising and selling skills
- Increasing sales in Reservation
- Sales Essentials
- Being a Mentor
- Handling Complains
- Security in Hospitality
- Introduction to focus

#### **EDUCATIONAL QUALIFICATION**

- M.S Office under IBS
- Advance Diploma in Hardware & Networking under CSC
- Diploma in ICT under IDM

#### **Extra-Curricular Activities**

- Played cricket & Food ball at school level

#### **REFERENCES**

Available upon request.

I hereby declare that all the details mentioned above are true to the best of my knowledge & belief.

**MANORAJH THEVARAJAH**