




RAHEEM ALBOKHARI

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 Scarborough, ON M1H 1V8

EDUCATION

UNIVERSITY OF WATERLOO
Waterloo, ON, CA
MA Political Science
2022 - 2023

EMMANUEL COLLEGE
Boston, MA, USA
BA Political Science
2013 - 2017

CERTIFICATES

Smart Serve
2024
Toronto Institute of Bartending
2024

SKILLS

Interpersonal
Problem-Solving
Customer Service
Growth-Motivated
Punctual & Organized

LANGUAGES

English (fluent)
Arabic (fluent)

PROFILE

Passionate bartender seeking to leverage my customer service skills and beverage knowledge in a dynamic bar or restaurant environment.

WORK EXPERIENCE

DRIVER

Uber | 2021 - present

- Demonstrated exceptional customer service skills, receiving positive feedback from passengers.
- Safely transported passengers to their destinations in a timely manner.
- Maintained cleanliness and safety of the vehicle at all times.

CUSTOMER SERVICE SPECIALIST

Booking.com | 2020 - 2021

- Handled customer complaints, resolved issues, and escalated complex cases to management when necessary.
- Communicated with clients and hotels to ensure logistical requirements were met.
- Maintained detailed records of customer interactions and transactions.

TOUR GUIDE

Freelance | 2017 - 2019

- Planned travel itineraries with recommendations for unique spots for food, drinks, and views.
- Provided personalized recommendations based on clients' preferences and budget.
- Accompanied clients and provided rich cultural and historical information.