



# ROHAN FARRUKH

Airline Service Agent

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Al-Sanad Supermarket  
Building House #301 near  
falcon tower UAE, Ajman

## Profile

Good at dealing with technical problems and coping with high pressure situations. A quick thinker not afraid to use initiative in resolving difficulties. Able to engage with Customers/Passengers in a friendly and reassuring manner while staying polite and professional.



## Career Objective

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Development

Challenge

Progression

Satisfaction

Effectiveness

Technology

## Expertise

Leadership

Communication skills

Critical thinking

Time Management

Conflict Resolution

Work Under Pressure



## Work Experiences

2019

### Airline Ramp Service Agent

at Shaheen Airlines

Lahore, Pk

I was responsible ensuring courteous prompt accurate and careful handling of customer baggage airfreight and company material lifting loading/unloading sorting and transferring baggage freight and company material

- Constantly communicating with flight crew personnel and other ground personnel loading/unloading sorting and transferring baggage freight and company material

2017 - 2018

### Airline Cargo Services Agent

at Shaheen Airlines

Lahore, Pk

As a cargo service agent I was responsible for checking import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.

- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Assemble containers and crates used to transport items such as machines or vehicles.

## Languages

Urdu  
Native



English  
Advanced



Arabic  
Beginner



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## Personal Skills

Team player

Self-motivation.

Hard worker

## Awards

### Hajj Operation Award

Shaheen Airlines

For Immense effort and maintaining the highest standard of turn out control.

### Star Baggage Professional

Shaheen Airlines

For showing professionalism in baggage handling to other stations

## My Passions



Weight Lifting



Video Games



Boxing



Biking



Cooking



## Work Experiences

2016 - 2017

### Airline Baggage Services Agent

at Shaheen Airlines

Lahore, Pk

As a baggage service agent I was responsible for resolving customers complaints regarding baggage theft and damage.

- Protect passenger's baggage from loss, theft and damage by making sure baggage handling is done properly
- Respond politely to passengers complaint regarding lost baggage issues and cargo handling.
- Giving guaranteed positive customer experiences and resolving all customer complaint.

2015 - 2016

### Airline Customer Services Agent

at Shaheen Airlines

Lahore, Pk

I was responsible for check-ins and verifying passengers' departure documents ( passport and legal entry documents).

- Comply with all security requirements
- Issue boarding pass and check-in passenger baggage
- Direct passengers to immigration office or departure gates
- Boarding gate assistance, arrange all passenger on-board on time and verifying board passengers for an on-time departure



## Education and Certificates

2010 - 2014

### Aviation Management - BS (Hons)

Superior University, Lahore

GPA  
3.02/ 4.0

Aerodynamics, Aero engines, Aviation Weather, Navigation, VFR-IFR, Flight Planning, Flight Simulation, Aviation Safety, Aircraft Operation & Performance, Air Traffic Management, Airport Planning, Business & Corporate Aviation Management, Aviation Security, Aircraft accident Investigation.

2008 / 2010

### Pre Engineering - FSC

Superior College, Lahore

2007 / 2008

### Physics, Chemistry, Math, Biology

Himayat e Islaam High School, Lahore



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