

MUHAMMAD AHMAD ZAFAR

EQUIPMENT OPERATOR / CUSTOMER SERVICE ATTENDANT



Airline industry professional with full time 5 years of experience as an Equipment Operator in Danta /Emirates Airline and 2nd largest Ground Service Provider.

Also have Previous experience in Customer Service Assistant in Golf Club House and European Tour Performance Institute. I Served World Famous Renowned Golfer during the European Championship and Selected 2 times and Eploye of the Month

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fortuneluck01@gmail.com
Hor AL ANZ Near Talal Supermarket
DUBAI ,United ARAB EMIRATES



Experience

Dnata / EMIRATES GROUP
2015 - To Untill Date

EQUIPMENT OPERATOR

Cargo Transporter)
Aircraft Passenger Step
Mobile Conveyor Belt
Tow Tractor
Airside Driving Permit (Dubai Airport
Fundamental of Dangerous Goods Handling CAT 8
Fundamental of Human Factors in Ground Handling
Ramp Safety Induction
Aviation Security awareness
When Aircraft parked on the Ramp
Positions All Relevant Equipment
According to SOP
Execute:
Driving and operating all certified license equipment
Position and Remove all certified Equipment to the Aircraft on arrival and
Departure
According Supervisor
Fill the Daily report form of all Flight and Submitted to the Supervisor
Follow the safety rules all the time
Follow the instructions of the supervisor
Complies with all relevant safety, quality and environmental management policies
Operate different kind of Ground Support Equipment depending on the assigned area

**JUMEIRAH GOLF
ESTATES**
2009 - 2015

Inspect assigned ground support equipment to ensure serviceability and suitability

Logistic:

Ensure vehicles and equipment in close proximity to the aircraft, congested area and where mandated are marshalled in and out, to and from the aircraft in a safe manner

Arrange Dollies, trollies, ULD, in various location to support staging supply or rotation as the operation demand.

CUSTOMER SERVICE ASSISTANT

One month training period by Jumeirah Golf Club as a Customer Service Attendant.

Have genuine interest in working with and helping customer.

Have good communication skills.

be able to work as a part of team

Be well presented, polite, tactful and friendly.

Be able to handle complains and difficult situation.

Personal Skills Development Program:

6 weeks Personal Skills Development Program

Cross Training of Reception

Taking initiative

Effective Communication and dealing with difficult situation.

Body language and Hygiene and Grooming

Employee of the Month

Nominated and selected Employee of the month -April 2010 by the GM on Outstanding performance.

Employee of the month August 2011 by GM

Recognition European Tour / DP World

Serve as a Customer Service Attendant Top World Ranking 60 Golfers during European Tour Race To Dubai in 2009,2010, 2011,2012,2013

Received Recognition Certificate from European Tour / DP World on out standing performance.

•European Tour Performance Institute Jumeriah Golf Club House/Dubai

Aim to provide unrivalled guest service to the guest.

Welcome the customer in organization with greeting and smile.

Handle his all stuff and place on his proper place.

Inform to the guest check in and appropriate location.

Food & Beverage Cart Driving on the course and serve as well.

Operate the cash register while serve the food on the course

Advice customer on purchasing and provide excellent customer service.

calculate total payment receiving during a time period and reconcile with this

total sale
Help and support in restaurant as well.
Responsible for balance cash draw at close of shift.
perform opening and closing procedure ,ensuring that all task were completely accurately
Consult with customer about the services we offer.
To follow up the customer request and offer good service.
To assist customer and make more sales to achieve targets.
Helping the Customer to book Tee time
Customer Focus and Complain handling.
Motivation to exceed customer needs and expectation
Creativity, Confidence positive enthusiastic
Consult with Restaurant in terms food and beverage

OUFUQ AL EMARAT
2008 - 2009

RECEPTIONIST CUM ADMIN

Greet Visitors, ascertains their wants and directs them accordingly.
Answer telephone calls and disseminates information required by callers or transfer said call to appropriate person.
Handle all outgoing and incoming calls.
All Correspondence make letter between Customer and us
Confirmation and Enquiry for all Quotation.
Handle all Invoices and deliver to the Account Department.
Handle to the Fax machine regarding to the sending or receiving and photo copy machine

GUL AHMAD
TEXTILES MILL
1998 - 2005

MACHINE CHEMIST

Maintain daily documentation and file,
Operate computerized machine in order to complete the process,
Goller Singeing ,Bleaching, Dyeing Machines fully operate and control process
Data Entry all production.
Operate Tow Tractor
Prepare color as per the client request.
Quality check the Fabric
Shade matching



Education

UNIVERSITY OF
KARACHI
2001 - 2003

BACHOLER OF ARTS

I did my Graduation In 2003 in Arts Subject from Karachi University Pakistan

JMAIA MILLIA GOVT

Faculty Of SCIENCE

DEGREE COLLEGE

1993 - 1995

I did my FSC in Science Subjects.
Physics. CHEMISTRY AND biology



Projects

Dnata / Emirates

GROUP

2015 - To Untill Date

EQUIPMENT OPERATOR

MAINE DECK LOADER
LOWER DECK LOADER
MACHINE CONYEOR BELT
TOW TRACTOR
PASSANGER STEP
AGILE LOADING AND OFFLOADING
FUNDAMENTALS OF GROUND SERVICE

JUMEIRAH GOLF

ESTATES

2009 - 2015

CUSTOMER SERVICE ASSISTANT

6 week Personal Skill Development
Cross Training of Reception
Effective COMMUNICATION and dealing with Difficult Situations.
Food Cart Driving and Prepare Food and
Others Items.
Bag Drop Training at main Entrance

WORLD CHEF

ACADEMY

PRE COMMIS CHEF

I did This PRE COMMIS CHEF TRAINING ONLINE AND PASS CERTIFICATE.



Other Info

Skills

Ms office

Languages

English, URDU

Interest

MUSIC, TRAVELLING. CHESS. READING
BOOKS