

Muhammad Jibran Shah



Cell : 0092-300 - 3380799 / 0092-333-3329072
E-mail : mjibranshah@gmail.com / jibran.shah@hotmail.com
Profession : Operations / Customer Services / Admin & Document Support
Experience : 15 years of Professional Experience with 9 years' recent experience in Doha-Qatar
Age : 34 years

Career Objectives

"Acquire a career-oriented position that offers challenging opportunities in a dynamic work environment. Want to be a part of an organisation where I could constantly evolve and grow to meet modern day challenges and my optimum efforts contribute accordingly in achieving organization goals"

Skills

- Communications / Customer Services / Data Maintaining / Problem solving.
- Team Player and can get easily along with work.
- Good interpersonal and communication skills.
- Ability to work independently or on teams.
- Quick learner, easily accepts and complete new tasks/roles.
- Appreciate working in a Multicultural environment to share and learn with other cultures.

Summary

A dynamic individual having Professional background in multiple industries mainly Shipping and Aviation industries and experience in different departments as multiple working positions.

Work experience in Customer Service role and knows how to tackle ups and downs of organization, satisfying customers and providing them solution which is acceptable to both the parties.

Documents maintaining and updating it in such a manner where all the data shows a simplicity for the viewer and simplicity in defining the flow of work or the flow of payments leads organization towards passing all the audits easily because of Data Controlling.

Professional Experience

1. 'Qatar Aviation Services' as Flight Control Supervisor (July 2014 until Aug 2020)

Point of contact for Arrival and departure Flights. Profiling / Pre arrangements for Flights prior to Arrival or Departure and maintaining all the related information online in MS Office tools with timings. Resolving all the issues as soon as possible and making sure flights are departing on time meeting safety and security standards. Below are the highlight of the mentioned job role.

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Job Responsibilities:

- Coordinating with Qatar Airways and other Customer Airlines Agents all over the world.
- Continuous monitoring of flights in real time (Timely updating stakeholders and agents).
- Taking initiative when expecting any delay to minimise the delay.
- Coordinating with Pilot in Command on V.H.F and fulfil their requirements.
- Maintaining / updating Other Airlines details online.
- Follow up for the Delay Reasons and finalization of delays with stakeholders.
- Informing Bay / Aircraft Changes to Departments within QAS.
- Participating in Emergency / Local standby situation.
- Coordination with other Stakeholders / Customer airlines for special requirements.
- Making sure all data related to flights are timely maintained online.
- Making sure 5 star customer Services provided to Airline Operations.
- Making sure 5 star customer Services provided to Airport Operations.
- Making sure 5 star customer Services provided to Civil Aviation Operations.

2. March 2011 to 30th June 2014, as Senior Ops Control Agent in Qatar Aviation Services.

Point of contact for Arrival and departure Flights. Profiling / Pre arrangements for Flights prior to Arrival or Departure and maintaining all the related information online in MS Office tools with timings. Resolving all the issues as soon as possible and making sure flights are departing on time meeting safety and security standards. Below are the highlight of the mentioned job role.

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3. May, 2010 to December 2010, as Flight Dispatcher in Air Elites.

Point of contact for Arrival and departure Flights. Profiling / Pre arrangements for Flights prior to Arrival or Departure and maintaining all the related information online in MS Office tools with timings. Resolving all the issues as soon as possible and making sure flights are departing on time meeting safety and security standards. Below are the highlight of the mentioned job role.

Job Responsibilities:

- Communication with Customers for Arrival / Departure pre and post flight needs.
- Coordinating with fuller/caterer / HOTEL and checking pre arrangements.
- Preparing Landing / Over flying permissions request and submitting it in Air Traffic.
- Documentation work with Civil Aviation.
- Meeting the flight and monitor turn around activities.
- Taking Charges from Captain and submitting it to Civil Aviation.
- Providing Captain paper work including Computerize Flight Plan.
- Email customer charge note. **(Logging data online with timings)**

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4. October 2009 to April 2010, as Assistant Flight Dispatcher in Air Elites.

Point of contact for Arrival and departure Flights. Profiling / Pre arrangements for Flights prior to Arrival or Departure and maintaining all the related information online in MS Office tools with timings. Resolving all the issues as soon as possible and making sure flights are departing on time meeting safety and security standards. Below are the highlight of the mentioned job role.

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- Providing Captain paper work including Computerize Flight Plan.
- Email customer charge note. **(Logging data online with timings)**

5. June 2008 to December 2008 as Business Development Manager with Atlas Logistics (Pvt.) Ltd.

As a Sales and marketing person, behaving as backbone of company responsible of providing business to company having an eye on every department to provide an impressive Customer Services to Exporters / Importers to feel that their commodities are in safe and professional hands.

Job Responsibilities:

- Updating of Containers rates from multiple shipping lines.
- Meeting Customers (Exporters / Importers).
- Coordination with Shipping Agents from worldwide.
- Cross checking all the documents prepared and logging of invoices and smooth flow of emails / follow up emails with regards to pending invoices.
- Meeting with management for outcome of daily/weekly/monthly performance.
- Maintaining customer's records / Cal log record / pantry record / Utility Bills.

6. January 2007 to May 2008 as Business Development Executive with Pakgro Trans (Pvt.) Ltd.

As a Sales and marketing person, behaving as backbone of company responsible of providing business to company having an eye on every department to provide an impressive Customer Services to Exporters / Importers to feel that their commodities are in safe and professional hands.

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- Maintaining customer's records / Cal log record / pantry record / Utility Bills.

7. July 2006 to December 2006 as Marketing Executive with Aaras Shipping (Pvt.) Ltd.

As a Sales and marketing person, behaving as backbone of company responsible of providing business to company having an eye on every department to provide an impressive Customer Services to Exporters / Importers to feel that their commodities are in safe and professional hands.

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8. March 2005 to June 2006 as Sales Executive with New Trends (Pvt.) Ltd.

As a Sales and marketing person, behaving as backbone of company responsible of providing business to company having an eye on every department to provide an impressive Customer Services to Exporters / Importers to feel that their commodities are in safe and professional hands.

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Languages

- English / Urdu (Good written and verbal skills)

Education

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|--------------|---|
| 1. 2005-2007 | B.A University of Karachi. (Social Work/Political Sciences/Geography) |
| 2. 2003-2004 | Intermediate Science: Govt. Superior Science College, Karachi |
| 3. 2001-2002 | Matriculation Science: Bright Future Secondary, School, Karachi. |

Professional Qualifications

1. **Dangerous Goods Regulation Cat -10:** From QAS in 2015.
2. **Handling Bomb Threat Calls Course:** From Qatar Airways in 2015.
3. **Complaints Resolution Official in 2018:** From Qatar Airways.
4. **Basic Passenger Service Course:** From PIA Training Centre.
5. **Cargo Sales Basic Course:** From PIA Training Centre.
6. **Aviation security awareness release 2017 course:** From Qatar Airways.
7. **Basic Airside Safety Awareness Course:** From Qatar Aviation Services.
8. **Aviation Security Awareness/Bomb Threat Handling Course:** From Qatar Airways.
9. **Fire Fighting Course:** From PIA Training Centre.
10. **Safety Management System Course in 2018:** From Qatar Airways.
11. **Report Writing Workshop:** From Qatar Airways.
12. **Introduction to Arabic -Module 1:** From Qatar Airways

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Other Qualifications

1. **M.S Office Course:** From Imagine Soft Research Institute.
2. **Public Relation Course:** From Islamabad Academy Islamabad.
3. **Material Management Course:** From Allama Iqbal Open University.
a. (Warehousing, Purchasing, Handling and Procurement of Materials)
4. **Human Factors in 2017:** From Qatar Airways.
5. **Office and information Security Awareness in 2017:** From Qatar Airways
6. **English Online Placement Test in 2013:** From Qatar Airways.
7. **Complaints Resolution Official – Release 2017:** From Qatar Airways in 2017.
8. **Effective Email Workshop:** From Qatar Airways in 2018.
9. **Basic Security Awareness Training Recurrent 2018:** From Qatar Airways in 2018.

Computer / Aviation Related Equipment Skills

- Certified User of DCS/ALTEA/ AIMS/SITATEX/R.T/VHF/FIDS/TOPS
- Fluent User of MS Office (Word, Excel & PowerPoint)

Personal Information

- **Marital Status** : Married with 2 kids
- **Nationality** : Pakistani
- **N.I.C. No** : 42201-7398594-1
- **Passport** : ED5145941
- **Tel Residence** : 0092-21-35010271
- **Permanent Address** : House No.297/5, Area 37/D, Landhi No.1, District East Karachi-Sindh, Pakistan

References shall be furnished upon request