

To,

Human Resource department,

I was excited to see an opening in your organization, and I hope to be invited for an interview.

My most recent job was Senior Airport Service Agent for Emirates Airlines, where my responsibilities included passenger handling, Dispute Resolution, Supporting operations in case of disruptions as well as Travel Documents and Visa checks.

Previously, I worked as Operations Team leader for a major telecommunications carrier and a satellite television services provider where I handled a team of more than 500 staff and monitored their performances and made sure KPI is achieved.

In these positions, I demonstrated the ability to resolve a variety of issues and complaints. I consistently met my goals.

I also bring to the table strong computer proficiencies in MS Word, MS Excel. Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking.

Sincerely,

Hummair Ishtiaq



#### Contact Information ►►

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## Hummair Ishtiaq Ahmed

### Career objective ▼

- To obtain a promising position in a leading company, where I can successfully translate my ability to tackle projects and tasks with a strong sense of determination, along with excellent communication skills.
- To join a dynamic work environment that guarantees a futuristic bright career path, in addition to building a wealthy experience base.

### Education ▼

High School (Commerce)  
Bachelor of Science in Information Technology

Completed (IGCSE)  
Paused

### Work Experience ▼

**Company - Emirates Airlines**  
**Dubai – United Arab Emirates**  
**Department: Passenger handling Services**  
**Role: Senior Airport Services Agent (Grade 05)**

**Aug '17 till July '20**

- Assisting in Training new staff
- Assisting and Escorting VIP customers
- Taking responsibility to ensure timely departures of flights
- Handling passengers in overbooked flights situations, provided excellent customer service and problem-solving attitude keeping the policy in mind
- Handled and assisted teams at check in and boarding gates to ensure on time departures and avoid any delays or issues
- Resolving on the spot disputes of passengers
- Handling angry passengers and assisting with their issues
- Assisting passengers during Flight Disruptions
- Working extra hours to ensure flights depart on time
- Working extra hours to assist operations during flight cancellation due to weather conditions or any such reason

**Company - Emirates Airlines**  
**Dubai – United Arab Emirates**  
**Department: Passenger handling Services**  
**Role: Airport Services Agent (Grade 04)**

**Aug '15 till Aug '17**

- Check-in, Boarding and flight Transfers.
- Documents checks (Visas, Passports and other travelling documents)
- Handling Passenger's check in and boarding process

**du (Via First select agency)**  
**Dubai – United Arab Emirates**  
**Department: Outbound Contact Centre**  
**Role: Operations Team Leader – Outbound and Retention**

**March '12 till June '15**

- Monitoring operations and productivity of teams assigned in Dubai, India and Jordan
- Identifying potential retention customers and distributing the list to the agents
- Consolidating customer's feedbacks and creating better retention plans to attract customers
- Reviewing new upselling campaigns and identifying potential errors before launch
- Training staff on the new campaigns
- Creating daily reports for retention and upselling campaigns separately
- Interviewing candidates for the team
- Completing adhoc requests from senior officials
- Generating Daily & weekly campaign reports to measure team efficiency
- Generating Monthly reports for Vendors in and outside the country.
- Creating Monthly Invoices.
- Experience of running large operational teams
- Maintain daily staff productivity and call quality reports
- Present feedback on the staff call quality
- Handling escalations

**du (Via First select agency)**  
**Dubai – United Arab Emirates**  
**Department: Outbound Contact Centre**  
**Role: Outbound Coordinator – Outbound and Retention**

**Sept '11 – Feb '12**

- Creating templates for recording team and campaign progress
- To provide comprehensive and knowledgeable information and service to internal and external customers regarding telecommunication products and services as appropriate, using computer-based systems to effect satisfactory, appropriate and timely solutions and feedback.
- Calling customers for tele sales, up sell products and survey calls
- Monitoring call quality on a daily basis and present reports based on figures and charts
- Assigning customer detailed data to the staff using Microsoft Access & Excel

**du (Via MBS agency)**  
**Dubai – United Arab Emirates**  
**Department: Outbound Contact Center**  
**Role: Customer Service Representative**

**March '11 – Aug '11**

- Taking ownership and Liaising with different departments to rectify issues
- Calling customers for telesales, up sell, survey and inform customers about the offers and services du provides
- Call customers for CSAT survey and note feedbacks manually in Excel sheets
- Provide detailed outcome and feedbacks to TLs, managers and Quality Assurance team

**du (Via IME agency)**  
**Dubai – United Arab Emirates**  
**Field technician**

**Oct '09 – July '10**

- Activating and deactivating customer Home services (TV, Telephone and Internet)
- Migrating services
- Providing and fixing TV decoders and Landlines provided by du telecom
- Site visits to customer premises on a daily basis

- Marketing of new products (Business cards, brochures, fliers, billboards, and other printing materials)
- Outdoor sales to attract new customers
- Data entry
- Managing all the details of the new and existing customers

#### **Trainings ▼**

- Soft Skills – **du telecom**
- Quality call handling and process – **du telecom**
- Essential Agent Skill Training from Insights – **du telecom**
- “We are du” (Clear understanding of du brand values Confident, Friendly, Honest & Surprising) – Trained by **du telecom**
- Develop the Leader in you – Trained by **Blink impact consultancy @ du telecom**
- How to say ‘NO’ – Trained by **Blink impact consultancy @ du telecom**
- Fool proof persuasion – Trained by **Blink impact consultancy @ du telecom**
- Authority Vs. Approachability – Trained by **Blink impact consultancy @ du telecom**
- Interview Intelligence – Trained by **Blink impact consultancy @ du telecom**
- Decision Making– Trained by **Blink impact consultancy @ du telecom**
- Natural Networking– Trained by **Blink impact consultancy @ du telecom**
- “We Care” (Heads up on how to exceed customer expectations and covers some more essential aspects) – Trained by **du telecom**
- Applications & Operating products: MS Office & Windows 98, 2000
- Internet Explorer, Outlook Express, Excel, Power Point, Word, Visio and Access
- Knowledge of Siebel, BSCS. – Trained by **du telecom**

#### **Awards ▼**

- Certificate for Best Employee of the month - **du**
- Certificate for Best Innovative Ideas - **du**
- Certificate for Best Implemented Ideas - **du**
- Certificate of appreciation for contributions for the success of Customer Operations 2013 – **du**
- Certificate of appreciation for contributions playing an important role for success of a corporate campaign - **du**
- Certificate of appreciation for contributions for the success of Customer Operations 2014 – **du**

#### **Hobbies ▼**

- Outdoor and Indoor Sports
- Travelling
- Collecting Keychains
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#### **Personal Information ▼**

Nationality:	Pakistani
Birth date:	04 <sup>th</sup> July, 1989
Languages known:	English and Urdu
Marital Status:	Single
Driving license:	Available (Dubai, UAE)

#### **References ▼**

Available upon request