

## **CURRICULUM VITAE**

**SHEIKH MOHAMMED NIHAD**

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### **PROFESSIONAL SUMMARY**

- Experienced and skilled Airport Passenger Service Team Leader providing exemplary customer service in the facilitation of airline travel plans.
- Comfortable with ticketing, check-in, security, and baggage claim. Familiar with airline regulations and passenger safety and looking to learn more with a prospect that offers growth and opportunity.
- Well versed with Networking and Computer Programming.
- Having around 6 months of internship program on C, C++, ASP .NET, Data Structure, Networking.

### **EXPERIENCE**

**Passenger Service Team Leader and Trainer, April 2019 to May 2020**  
**Airasia Berhad (International) under**  
**Celebi Airport Service India Private Limited.**  
**Rajiv Gandhi International Airport, Shamshabad, Hyderabad, Telangana**

**Passenger Service Team Leader and Trainer, Jan 2018 to Mar 2019**  
**Airasia Berhad (International) under**  
**Menzies Bobba Ground Handling Services Pvt. Ltd.**  
**Rajiv Gandhi International Airport, Shamshabad, Hyderabad, Telangana**

#### **Key Responsibilities**

- Handling the AIRASIA BERHAD (INTERNATIONAL) all alone in the absence of STATION MANAGER, backed by Air-Asia management to take all the key decision pertaining to flight operations.
- Planning resources and staff for daily operation of the flight.
- Preparing monthly roster and daily allocation for the staff.
- Taking full control of counter and boarding gate.
- Sorting out passenger issues if any at check-in counter or boarding gate.
- Having meeting with airline management for any operational requirement.
- To ensure all enquiries and complaints from customers are attending in a professional, efficient and responsive manner in accordance to airline's policy & procedures.
- To communicate effectively with customers/passengers and other external agencies whenever required.
- Always achieve and maintain the efficiency and quality of work as required by management in accordance with the airline's sops.
- Dealing in extreme delays, cancellation.
- To assist superiors in executing activities as planned during operations
- Answering telephone queries and dealing with complaints.
- To support the check-in and passenger handling function.
- Supporting, Motivating and Organizing Passenger Check-in staff.
- Training New Joinee /Team whenever required.

**Passenger Service Agent, Dec2015 to Dec 2017**  
**Airasia India/AirAsia Berhad (International) under**  
**Menzies Bobba Ground Handling Services Pvt. Ltd.**  
**Rajiv Gandhi International Airport, Shamshabad, Hyderabad, Telangana**

## Key Responsibilities

- Have knowledge of both domestic and international departures.
- Quality and speed in check-in.
- Greeting passengers and checking their tickets and passports against the passenger list.
- To ensure all enquiries and complaints from customers are attending in a professional, efficient and responsive manner in accordance to airline's policy & procedures.
- To communicate effectively with customers/passengers and other external agencies.
- Always achieve and maintain the efficiency and quality of work as required by management in accordance with the airline's sops.
- Allocating seats and giving out boarding cards and luggage labels.
- Weighing baggage and collecting any excess weight charges.
- Giving flight information and directing passengers to departure gates.
- Dealing with issues from delayed, cancelled or missed flights.
- Checking boarding passes at the departure gate.
- To assist superiors in executing activities as planned during operations
- Answering telephone queries and dealing with complaints.
- Making announcements on the public-address system.

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## EDUCATIONAL QUALIFICATION

### Master of Science

- Branch: Information Technology
- University: Karnataka State Open University

### Bachelors' in Computer Application

- Branch: Computer Science
- University: Mangalore University, Mangalore

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## OTHER QUALIFICATION

- Completed a course on C, C++ and Data Structure
- Completed a course on Cisco Certified Network Associate (CCNA)
- Completed a course on AUTO CAAD 2D
- Completed a course on Asp.Net and C#
- Completed a course on PHP
- Completed a course on Network

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## KEY SKILLS

Customer Service, Passenger Handling, Customer Compliant Handling, NAVITAIRE\_TE (Sky-Port), Sky Speed, Coordinating with Ramp, Aircraft Clearance Documentation, Passenger Visa Checks. Training new Joinee on the above systems of AirAsia

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## ACHIEVEMENT

- Nominated for **BEST ASSOCIATE** award for the quarter (Oct 2017- Dec 2017)
- Awarded 2 times by Air Asia management for best Customer Service.
- Active participated in **AEP(Airport/Airline Emergency Procedures) DRILL** conducted by AirAsia Airline

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## PERSONAL SKILLS

- Team Member
- Prefer to Take Challenge
- Hardworking and Optimistic
- Effective Communication.

- Keen observer and a Quick Learner.
- Consistent Performer.
- Young, Dynamic and Self-Motivated.

### PROJECTS COMPLETED

- Developed a Mini Project "Online Job Search" Using **PHP** Language
- Developed an "Online Mobile Shopee" solution Using **ASP.NET** and **C#**
- Developed a "Crime Station" solution Using **ASP.NET** and **C#**

### IT SKILLS

- **Operating Systems:** Windows 95-98, 2000 Professional, Windows <sup>XP</sup> Professional, Windows vista.
- **Application Packages:** MS Office 2000,03,07, Excel, Outlook, Google Sheet

### PERSONAL DETAILS

**Date of Birth** : 18<sup>th</sup> January 1990  
**Sex** : Male  
**Nationality** : Indian  
**Father's Name** : Mr. Sheikh Amanullah  
**Languages** : English, Hindi, Kannada and Urdu.  
**Driving License** : Possess a valid 4-wheeler and 2-wheeler Indian license

### PASSPORT AND VISA DETAILS

**Passport Number** : S1616029 (Expires April 2028)  
**Visa Expire** : 23/01/2022

### DECLARATION

I hereby declare that all information furnished above is correct to the best of my knowledge.

Place:

**SHEIKH MOHAMMED NIHAD**