

Mohammad Azhar shaikh

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SUMMARY

A flexible business graduate professional who enjoys learning new skills and quickly adapts to the organizational changes is seeking a challenging entry level role which will enable me to deliver best of my skills thereby making valuable contribution to an organizations growth and success.

KEY SKILLS

- Confident professional with good listening and communication skills.
- Outstanding multitasking abilities and problem solving skills.
- Excellent team player, flexible and organised.
- Ability to manage situations under pressure.
- Meeting deadlines and time management.

EDUCATION:

04/2011-04/2014

Bachelors of Commerce (B.Com)

MMK college of Commerce & economics - Mumbai, India.

WORK EXPERIENCE:

08/2019-Present

Emirats group, Dnata AL Maktoum International Airport DWC, Dubai Airports.

Role: Airside Side Team Leader.

- Assigns the inbound outbound Cargo transport assignments as per dMIS schedule aligned to EK business requirements on Perishable Cargo, General Cargo and Trucking.
- Proactively seeks information from EK counterparts/Service Delivery Supervisor on any ITT movements from Emirates Sky Central Terminal.
- Prioritizes the dispatch of cargo/mail units based on the departure time either to Aircraft Bay or Staging Area aligned to EK SLA.
- Ensures to validate/scan cargo via PDA at each pick up & drop off points.
- Based on the post departure offload message/ or advise by EK or dnata Ramp team, ensures to shift the offloaded cargo from the parking stand to designated drop off point as determined by EK.
- Receives, communicates, coordinates and monitors parking stand changes and ensure shifting of the units from the previous stand to the revisedst and with minimal delay.
- Based on the Inbound ULD Distribution List information/CPM and flight ETA, plans and allocates drivers to collect and deliver units from the Aircraft Bay aligned to EK SLA and ensure to validate/scan cargo via PDA at pickup/dropoffpoint.
- For special requests from EK (e.g. temperature sensitive cargo etc.), monitors & follows up as required for expedited delivery.
- Ensures all messages pertaining to Ramp Transfer cargo has been received and task assignments are in place.

07/2018-07/2019

Mawgif(National parking co. Management, Dubai Airport)

Role: Admin

- Answering incoming calls; taking messages and re-directing calls as required.
- Dealing with email enquiries.
- Taking minutes.
- Data entry (sales figures, property listings etc.)
- General office management such as ordering stationary.
- Organising travel and accommodation for staff and customers.
- Arranging both internal and external events.
- Possibly maintaining the company social media accounts.
- Providing administration support to Sales Reps, Property Managers and senior Management.

01/2018-07/2018 Mawgif(National parking co. Management, Dubai Airport)

Role: Customer Service Agent

- Performs A Wide Variety Of Front Line Customer Service To The External Clients.
- Adding New Members
- Dealing With Customers Issues And Queries
- Completes Customers Request For Services Such As Selling A Wide Variety Of Parking Permits, Paying Parking Citations And Appealing Parking Citations.
- Trained Other Officer Or Field Personnel On Duties And Skills Associated With Customer Service.
- Use To Address Customers Complaints In A Professional Manner While Taking The Necessary Customer Service Action.

07/2015-09/2017 CELEBINAS Airport services, Mumbai International Airport.

Role: Passenger Service Agent. Dedicated staff for **Ethiopian airlines**

- Greeting and checking-in airline passengers.
- Assisting passengers on arriving international flights Checking-in passenger baggage Provide passengers with luggage stubs and ensure that hand luggage is properly tagged.
- Ensured that passengers are Rescheduled in case of flight interruptions.
- Assisting passengers who may have missed their flights by providing them with information on alternative flights and routes. Documenting all international departures.

08/2014-06/2015 Hyundai motors, Mumbai.

Role: Sales Consultant.

- Ensure that appropriate information is available of the product or service being endorsed.
- Schedule appointments with customers with a view to show the product features or offer advice Follow on customers who have shown interest in a particular product.

- Take telephone calls from new customers and provide them with information asked for Guide potential and existing customers to determine and fulfill their purchase needs .

TECHNICAL SKILLS:

MS Word and Excel
Skilled in reservation
Working knowledge of Sabre

PERSONAL INFORMATION:

Nationality: Indian
DOB: 14/11/1991
Notice Period : 1Month
Visa: Employment (Valid till May 2022)
Languages: English, Hindi, Urdu, Marathi

REFERENCES:

Available on Request