**Awais**

**Awais.346294@2freemail.com**

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**CAREER OBJECTIVE:**

An enthusiastic Aviation management graduate with highly motivated managerial skills and Customer service. I am so much eager to learn and generate best results for organization, giving an opportunity to get my skills utilized and knowledge, enriched along with organization growth. Offers exceptional communication, secretarial, and problem solving skills to bring a remarkable change in the overall efficiency of the office.

**CAREER PROFILE/SKILLS:**

* On time performer, Quick learner and responsible
* Planning and organizing
* Willing to learn more and desire to succeed
* Multitasking
* Event Management and event coordination
* Decision Making
* Adaptable to changing work environment
* Communication skills
* Work with positive attitude, patience, sincere and well disciplined.
* Ms. Office
* Loyalty
* Time management
* Believe in team work and team player.
* Self Confidence
* Problem Solving
* Proactive approach
* Goal oriented
* Customer service and front desk handling.

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:** **Samson’s Group of Companies**

(Manufacturing in consumer goods & tobacco)

**Tenure:**  Jan 2016 – Feb 2017

**Designations:** **Customer Service Representative**

**Responsibilities:**

* A launch campaign of CAMEL, a cigarette brand, in Lahore with collaboration of Japan International Tobacco.
* A Direct Consumer Contact, looking after client portfolio for activation campaign and branding.
* Toanalyze and generate reports based on market response for the CAMEL, cigarette brand.
* Responsible for consumer’s coordination, leading to highly efficient reporting and communication.
* Regulate and introduce office procedures.
* Prepare records, invoices, presentations and relevant materials.
* Schedule and verify appointments and meetings of managers.
* Record and prepare minutes of meetings
* Organize travel schedules and book reservations
* Greeting visitors with a smile.
* Command on Fax machines, photocopiers, videoconferencing, Scanning, and general office equipment
* Arrange events and training sessions for employees.
* Handling phone calls and forward calls in a professional way.

**Achievements:**

* On time work performer.
* 10% increment in salary on the basis of performance and good attitude**.**

**Organization:** **Etihad Airways (Lahore Airport)**

(Aviation/ Airlines)

**Tenure:**  Aug 2015 – Nov 2015

**Designations:** **Intern-Ground handling & office assistant**

**Responsibilities:**

* Utilized my abilities in Office administrative work, Baggage handling, Customer service, phone calls handling and complaints, Documentation, Filing.
* Managing baggage claim reports on the weekly basis
* Dealt with Baggage handling complaints of passengers, Emailing, Paying cheques, Petty cash, scanning and photocopying of documents
* Software’s operated: Sabre system, Sabre Native, World tracer for baggage handling.



**Organization:** **Gerry’s Dnata (Lahore Airport)**

(Airlines / Aviation)

**Tenure:**  May 2014 – Nov 2014

**Designations:** **Trainee- Traffic Assistant**

**Responsibilities:**

* Ground Handling agency, utilized my skills and abilities by serving Emirates airline, Turkish, Air Arabia.
* Working Areas: International Lounges (Check in agent, Passenger Service, Cargo Handling, Ramp handling, safety and Security).
* Dealt with passengers at check-in counters and interacted with passengers and done passenger guidance (PG)
* Duties including on Check in counters, Meet & Assist counters, boarding Areas, Departure lounges tag collections, Baggage claim area, Passenger guidance and customer service.

**ACADEMIC EDUCATION:**

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| **DEGREE** | **EXAMINING BODY:** | **YEAR** |
| Bachelors in Aviation Management | University of Management & Technology 3.39 CGPA | 2016 |
| Intermediate - Ics (Physics) | Board of Intermediate Education, Lahore A-grade  | 2011 |

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
* **Gerry’s Dnata** (Certificates of Safety, Security, Customer Service, Passenger handling)