CURRICULUM VITAE

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| **Nizam**  C:\Users\nizam.doole\Desktop\557340 ok.jpg Email: Nizam.358512@2freemail.com Phone: C/o 0505891826  |

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| **OBJECTIVE** | Intend to build a career in a fast-spaced leading corporate which will allow me to explore myself fully by challenging my skills and offer professional growth while being resourceful, innovative and flexible.I am certified Aviation talented person, enthusiastic passion and self-motivation and a skilful individual who is looking to advance in a professional career. As I Believe I will be an asset to your company and it will be my honor to be part of your organization. I am like winner, never giving-up , loyal, client oriented, leading by example not by command, great scope of products, observer, analytical way of thinking, offering alternative solutions. And having great knowledge and experience in Technical centralized planning, Reservation & ticketing, Airport operation, customer service  |
|  **1****2****14 YEARS OF EMPLOYMENT****HISTORY.** **3** **4****5****6** | Presently working in **IMG World Of adventure Part of Galadari Group** As Technical Coordinator in Technical Service Department from 04-06-2016 till now,* Identifying all the Batch No of the Products, check all the guidelines of the data, and review all the unfinished documents
* Record all the released product and encode in the data base
* Received all request materials and encode in the data base
* Receiving and placing telephone calls
* Responsible to keep all the legal and important documents

 Worked in **Qatar Airways Technical Department**(**Qatar Airways**, Doha-Qatar) from the date of **July-2012 to May 2015(Three Years)** as **Senior Technical records Assistant*** Ensure the aircraft Technical records are stored to GCAA Legislation and departmental Key Performance Indicators (KPIs)
* All aircraft maintenance paperwork as per Planning procedures.
* The Technical Assistant will report all erroneous/ missing logs to the aircraft Lead Engineer or Shift Manager in an agreed format and timescales set by department
* The Technical Assistant will adhere to IPM and TPM and feedback any discrepancies/ improvements to Manager Light Maintenance Planning or Manager OMPC
* Support the Manager Technical Data Entry during investigations, projects or activities to ensure satisfactory conclusions within prescribed time frames
* Maintain a full and complete handover log book of all events and outstanding issues on worked shift
* Enforce and follow the procedures stipulated in the Safety Management System (SMS) Manual and become an active participant in the workplace safety program. The Technical Assistant will encourage colleagues by being actively involved in promoting a positive reporting culture.
* Maintain compliance with health and safety requirements and Line Safety rules

 Worked in **Qatar Airways-Doha** from **2010** to **2012** as a **Reservation & Ticketing Agent** with **Amadeus system** I had been responsible for delivering the following duties and responsibilities;* Increasing sales by providing outclass and excellent professional services to customers.
* Identify New Business opportunity and treat to the Company fairly
* Assisting new special promotion for airline business
* Re issue tickets & revalidated tickets over the phone.
* Setting-up sales targets for sales executives to achieve the targets on monthly basis.
* Closely work with the revenue department & sales Department with special promotion in Airline

Worked in **Qatar Airways –First & Business class Lounge as a Premium lounge Agent** from the Date of **2007 to 2010,** as a Premium Lounge agent. Following are the Duties and responsibilities. * Increasing sales by providing outclass and excellent professional services to customers.
* Identify New Business opportunity and treat to the Company fairly
* Assisting new special promotion for airline business
* Setting-up sales targets for sales executives to achieve the targets on monthly basis.
* Closely work with the revenue department & sales Department with special promotion in Airline

Worked in **Habtoor Grand Resort** (Managed by Habtoor Hotel & resorts) as **Room service Order taker** for a period of two years **2005 to 2007.**Following are the duties and responsibilities.* Taking Food and beverage orders from the room guest with proper standard serving on time.
* Giving information to customers about product.

 Closely monitoring avaible item & not available item the HotelWorked in inter-continental Hotel Makkah (managed By inter-continental Hotel group) As In Room Dinning service. For period of two years from 2002-2004.Following Are the duties and responsibilities;* Passing proper product knowledge to customers as per their needs
* Up selling business to the Hotel
* Giving attendance time in/out guest report to the front office department

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| **COMPUTER SKILLS** | * Microsoft word.
* Microsoft excel.
* Microsoft power point.
* Inter net & E –mail.
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| **ADDITIONAL TRAINING** | * Attend SAT training programme held by Qatar airways technical Department
* Attend several Trax Technical System, AIMS system
* First Aid Course held by Qatar civil Aviation Department
* Fair knowledge with DCS system, Amadeus system,
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| **REWARDS,****RECOGNITION & EXTRA ACTIVITYS** | * COMPUTER LITERACY CERTIFICATE(Programming) in Tec Srilanka
* Passed **G.C.E Advanced level (Commerce stream**) in 1998 subject as follows

Logic - Credit Accounting-Simple passCommerce - Simple Pass |

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| **Academic Profile** | **Qualification College/University Year of passing**G.C.E. (Advance level) **Zahira college 1998** Computer Programme Tec Srilanka 1996    |

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| **PERSONAL PROFILE** | Name : Nizam Date of Birth : 02- 08 - 1979Languages Known : English, Sinhala And MalayHobbies : Reading Books. Playing Cricket, FootballAchievement : Zahira College XI Cricket Team |

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| **DECLARATION** I certify that the statements made by me above are true, complete and correct. I agree that in case the company/institution finds at any time the information given above incorrect, they will have the right to withdraw if selected, the letter of enrolment before I join for training or terminate my training any time, without notice or compensation. **( Nizam)** |