**SHAHEER.**

**Email:** **shaheer.390062@2freemail.com**



**OBJECTIVE**

To succeed in an environment of growth and excellence and earn a job where I can maximize my management skills, quality assurance, program development, training experience and help me to achieve personal as well as organization goals.

**EXPERIENCE**



**09 JAN 2017– TO 09 MARCH 2018**

**CUSTOMER SERVICE AGENT,** AIRINDIA SATS PVT LTD, BANGLORE

* Gate in charge for EMIRATES.
* Handling Manual Flight when there is a system done.
* Handled transactions in a timely manner over sales, delayed, cancelled flights, and any issue related to lost/ damaged luggage.
* Handling of guest during flight delays and cancellations.
* Check in counter and boarding gate in charge functions.
* Excess baggage handling.
* Lounge functions
* Baggage lost and found (MHB)
* Aircraft point (cabin appearance from receiving to releasing of aircraft).
* Escorted passengers to flights, with special attention to senior, disabled and minor passengers.

**COMPLETED INTERNSHIP IN SHIPPING AND LOGISTICS IN NICE CARGO LOGISTICS** COCHIN

* Knowledge in SHIPPING BILL
* Knowledge LOGISTICS AND SUPPLY CHAIN MANAGEMENT



**ACHIEVEMENTS**

* Certified with **MASTER DIPLOMA IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT** by Bharat Sevak Sam
* Certified with dangerous good and regulations initial category 3 for staff of freight forwarders involved in Processing dangerous good by **Speed Wings Aviation Academy**.
* Undergone training in BASIC GROUND HANDLING, CUSTOMER SERVICE MODULE AND BAGGAGE HANDLI In **AIRINDIA SATS Bangalore**.
* Undergone **EMIRATES SERVICE STANDARDS and SYSTEM TRAINING by EMIRATES**.

**EDUCATION:**

* Bachelor of Commerce from University Of Calicut (2013)
* Diploma in IATA Cargo Introductory course (2015)
* Higher Secondary Examination – (COMMERCE), 2010



**CORE COMPETENCY**

* Knowledge in AMADEUS
* Knowledge of GALILEO
* Knowledge of PEACH TREE
* Knowledge in SHIPPING BILL
* Knowledge LOGISTICS AND SUPPLY CHAIN MANAGEMENT
* Knowledge in TALLY
* Knowledge of EXCEL

**PERSONAL VITAE**

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| **Date of Birth** | **:** | **19/05/1993** |
| Nationality | : | Indian |
| Marital status | : | Single |
| Languages known | : | English, Hindi, Tamil and Malayalam |
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