# PROFILE SUMMARY



**Sadaqat**

**Email:** [**sadaqat.392218@2freemail.com**](mailto:sadaqat.392218@2freemail.com)

Qualified professional with vast experience in Customer Service and Administration in Airline Tourism & Hospitality, Possess comprehensive understanding of customer relations, and establishment of sales plans. Seeking a position within a creative, technology-driven organization in an environment that encourages innovative thinking and career development. Customer interaction is a plus.

## KEY COMPETENCIES:

* Organizational & Decision making skills.
* Knowledge of world geography and major carrier networks to facilitate quick itinerary.
* Demonstrated ability to manage multiple tasks and deadlines.
* Excellent oral & written communication with people management skills.
* **Driving License Issue date: 2014**
  + **Category 3: light motor vehicle**
  + **Category 5: mini bus**
  + **Category 6: heavy bus**

## PROFESSIONAL EXPERIENCE:

**Industry Type** : Aviation **Position** : check –in Agent

**Reporting to** : Sales Shop Supervisor

**Period of Service** : Oct 2012 till date.

**First & best low cost airline in the MENA**

## Job Responsibility:

* Contribute to achieving profitable revenue by providing fast, efficient and friendly service for all G9 products.
* Check-in of the passengers with appropriate documents.
* Assists in identifying, organizing and participating in sales promotions, updating and distributing sales fliers and promote the store through leafleting to generate sales.
* Liaison with Airport, including FMU, Check in, Baggage control & Customer service.
* Timely preparation of Reports like flight manifest, baggage manifest & submit and email to the appropriate depts
* Attended SITA and DCS immigration training in SHJ Airport, certified Check-in Agent.
* Develops and maintains relationship with SAS, ensuring strict compliance in all Air Arabia activities.

**Previous Employer** : **Cozmo Travel Industry Type** : Travel Agency **Position** : Messenger

**Reporting to** : Administrator

**Period of Service** : Sep2008 – Aug2012

## Cozmo Travel is the leading travel & tourism provided company in MENA and a member of Air Arabia group

**Job Responsibility:**

* Answer telephone calls and transfer to the appropriate staff members.
* Coordinate messenger and courier service.
* Monitor incoming mails and answer or forward as required
* Fax, scan and copy documents
* Update and maintain databases such as mailing list, contact lists and client information
* Monitor and maintains office supplies
* Visit every slaes shops twice in a week for cash collection and other documents

## ACADEMIC & PROFESSIONAL QUALIFICATIONS

Pre Degree

High School Education Computer Knowledge Operating System

## KEY ACHIEVEMENTS

: Islamiya College, Peshawar

: Govt High School, Urmar Miana

: SITA (Departure Control System) Certified MS Professional,

: Professional user of Windows XP, Windows Vista, Windows 7

1. Winner for the best assistant staff



1. Promoted as Check-in Agent for Dubai City Check in office
2. Awarded best staff in terms of self appraisal-2013

## PERSONAL PROFILE

**Date of Birth : 06th June 1988** **Gender : Male**

**Religion : Islam** **Marital Status : Single** **Nationality : Pakistan**

**Languages Known : English, Arabic, Hindi & Urdu** **Driving License : Valid UAE License**

**Hobbies** : Online research, Read motivational books, Music, Drawing