**Mrs. ZOHRA as Operations Officer VFS Global**



***(IATA PROFESSIONAL IN HANDLING DANGEROUS GOODS, PASSENGER GROUND SERVICE AND AIRPORT MANAGEMENT*.)**

Indian Nationality.

**Residence Visa**

**Place--Dubai UAE -Driving License**

 **Objective – To work within Aviation, Hospitality or logistic Industry. Apply knowledge and gain experience in the industry working at Managerial / Coordinator position in the interest of the organization**.

**Professional Qualification**

1. Passenger ground service agent. **IATA Certified Montreal Canada.**

1. Certified training in INITIAL DGR (Dangerous Goods) CATEGORY 6. (**Certificate approved by General Civil Aviation Authority/ IATA Montreal Canada.**
2. Certified course -Diploma in BTEC. HNC in Aviation, Hospitality and Travel Management from Frank Finn Institute of Air Hostess Training **{ Edexel United Kingdom. IATA Certified).**

1. Diploma in Montessori Teacher’s Training Course from Avinash Institute.

**Educational qualification---Bachelor of Commerce (B.COM)**

**Achievements**

* Gained lot of experience working in a corporate, service and educational sectors.
* Interacting with different customers in a day to day field.
* Increase the capability of patience and listening and resolving the issues of various customers from various countries**.**

**Presently Working in a Visa facilitation service) as Officer Operations in Wafi Mall Dubai.**

 **Worked with Qatar airways and Essel world in Mumbai gained following skills and knowledge gained was implemented to gain hands on experience and exposure which developed the following.**

**Skills-**

* Leadership
* Problem solving skills.
* Numeracy skills.
* Written and verbal communication skills.
* Computer Skills.
* Negotiation skills.
* Time management.
* Management of safety
* Listening and spreading awareness.
* Customer Satisfaction.

**Work Experience:**

 **PRESENTLY LOOKING FOR A AIRPORT JOB. AS A GROUND STAFF.**

1. **PRE PRIMARY TEACHER JSS Dubai – AUGUST 2017 Till SEPT 2018**

Responsibilities include.

1. Listening to children and understanding them
2. Teaching them difference between good and bad habits.
3. Making them understand the importance of learning and education.
4. Interacting with parents for their kids performance and helping them to resolve the issues.
5. **VFS Global 0peration Officer Feb 2017 Till August 2017**

Responsibilities include.

1. Giving visa information.
2. Guiding people for visa process for different missions / countries.
3. Explaining the duration of visa process.
4. Handling queries regarding changes in visa process. ,
5. Passing over the information to embassy.
6. Getting information towards various countries visas.
7. Tracking the passport applications.
8. **Qatar Airways – Customer service Representative and Baggage Handling Agent -Mumbai Airport.**

**Responsibilities included.**

**Position Summary**

* The primary function of an Qatar Airways was to ease the way for our premium customers throughout their entire airport experience.
* The role included all premium customer touch points such as check-in, lounges along with traditional personal services.
* The position was modeled after concierge service found in 5 star hotels.
* The position was a busy one with duties that vary from day to day depending on the diverse requirements of our top tier premium customers.
* A Concierge is always helpful, always follows through with a request and always has the right attitude. The Concierge creates a sense of comfort and recognition for our premium customers with a simple philosophy: “IF IT IS POSSIBLE, CONSIDER IT DONE.”

**Key Activities And Personal Ability .**

* Identify and review Top Tier/International Business Class reservations in advance of flight departure and/or arrival to ensure that all special service requests have been actioned.
* Ensure system wide “personal service” follow-up through communication with the worldwide network Concierges.
* Greet and assist all high value/high profile customers.
* Offer assistance for any special needs.
* Monitor connections and proactively initiate re-bookings as required.
* Work closely with Super Elite reservations desk and Customer Relations to facilitate Super Elite customer needs and to resolve service failures.
* Maintain and update Concierge library of reference material and daily log.
* Develop a network of contacts and resources that can provide assistance in accommodating the diverse requests of our top tier customers.
* To maintain an acceptable attendance record.
* Able to work shift work including irregular shifts and overtime when required/directed.
* Strong knowledge of local city attractions, events, hotels, restaurants and services.
* Excellent customer service skills.
* A Strong desire to consistently exceed customer expectations.
* To be Proactive, take charge attitude in resolving problems with creative solutions.
* Good sense of judgment in balancing customer interests with company policy.
* Superior leadership and people skills with a demonstrated ability to work as a team player.
* Self-motivated with an excellent ability to work under pressure while handling multiple tasks at the same time.
* Impeccable grooming, excellent organization skills, strong attention to detail.
* Willing and able to work in a team environment.
* Tagging the bags with appropriate labels.
* Calculating the weight and size of bags and reporting the same to the supervisor and taking needful action and resolving the issues of customer.
* Informing and Guiding the customers about the goods and things to be carried on board.
* Dealing with special need persons, old people and children and giving them priority for check in.
* Assisting them for filling up forms and checking their tickets and passport.
1. **ESSEL WORLD WATER KINGDOM MUMBAI: Guest Relation Executive**

**Responsibilities Included**:

1. Maintaining safety of customers.
2. Safety check on various rides weather in good working condition or needs repair.
3. Giving brief information about various activities being carried out.
4. Time management
5. Checking and continuous supervision.
6. Taking necessary measures in terms of medical treatment to customers
7. Carrying out hospitality and care taking of customers.
8. Taking necessary measures to avoid accidents, thefts and violation within the premises.
9. Notifying well before advance which rides are operational and which ones are not operational to colleagues, technicians engineers and superiors on regular basis.

**C.NEW ERA HIGH SCHOOL PANCHGANI: Front office Executive/Administration Department**

**Responsibilities Included:**

1. Administration – taking care of intake of students and maintain records.
2. Communication with parents and students
3. Negotiation with different parents and making them understand
4. Getting feedback from customers and trying to imply for betterment of school.
5. Taking care of hostel plus checking the food and the basic needs to students and meeting the various demands in line with the policy
6. Payroll handling and Sports dept. handling.
7. Organizing various study, environmental tours.
8. Maintaining safety culture for everyone.
9. Managing the security of the school and having internal audits with the HR.
10. Reporting the weakness and taking necessary measures to control and improve on systems of work.
11. Maintaining a friendly relation and safe culture at work place.
12. Cost reduction policy by switching off lights, printing both sides of paper, reuse of paper etc. thus working towards profit building of school.
13. Environmental study implementing by teaching the students to grow trees and save the environment.

**D. Bubbles and Giggles Nursery –Teacher /Nursery supervisor. Dubai**

**Responsibilities included:**

1. Interacting with parents in different situations.
2. Solving their Child’s Issues.
3. Circle time with Kids in the classroom with different activities.
4. Preparing monthly reports.
5. Team leader.
6. Helping the kids/co teachers in their work.

**Hobbies include**: Reading /Music /Driving/Gardening /Badminton.

**Contacts:**

Personal Contact: zohra-399835@2freemail.com / zohra-399835@gulfjobseeker.com

Mobile: 0504973598

Reference: Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

Video CV: [View and download my CV Free on Gulfjobseeker.com](http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php)