**Gulfjobseeker.com CV No:** **1357716**

**Mobile +**971505905010 / +971504753686

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**WORK EXPERIENCE**

* **October – November 2012 –** Assistant to Aerospace lecturer – Emirates Aviation College
* **April 2013 – May 2013 –** Promoter – Emirates – Skywards
* **August 2013 – August2014 –**Airport Service Agent at Emirates Airlines (EKAS).

**Job Description of Airport Services Agent**

* **Check-in / boarding:**
* Fully adhere to all standard operational procedures (SOP) with regards to travel, immigration and safety regulations.
* Identify and meet the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.
* Collect briefing sheet and staff allocation, check all the counters equipment and stationary, report technical fault to Mercator through EMACS
* **General Objectives:**
* To provide our customers both internal and external, with the best services.
* To cheerfully greet every customer with a smile, 100 % of the time.
* To ensure that, I receive no valid complaints from Emirates customer about the quality of services.
* To maintain Emirates professional image by adhering to all applicable corporate grooming guidelines.
* To deal professionally with my peers and managers.
* Meet, greet and assist VIP guests, first and business class along with invitation-only passengers in terms of priority.
* **Job Skills:**
* Problem-solving skills.
* Conflict resolution.
* Passenger handling and efficient flight discrepancy handling (flight delays).
* Customer service skills.
* Time management skills.
* Teamwork and leadership skills.

**EDUCATION QUALIFICATIONS**

* **2014 – 2015 Sharaf Aviation Services Academy**

Successfully completed IATA course – Virgin Atlantic Fares and Ticketing Level 2, SABRE system and geography in travel planning. [Certificate to be received by April 2015]

* **2011 - 2013 Emirates Aviation College Dubai, UAE**

Higher National Diploma in Travel and Tourism by BETEC at Emirates Aviation College, Dubai

* **2010 - 2011 Cambridge International School, Dubai**

Completed GCE Advanced Level (A – Level)

* **2009 – 2010 Cambridge International School, Dubai**

Completed GCE Advanced Subsidiary Level (AS – Levels)

* **2008 Cambridge International School, Dubai**

Completed IGCSE (O-Levels Equivalent)

**VOLUNTEER ACTIVITIES AND OTHER ACHIEVEMENTS**

* **Volunteer activity –** Dubai Clean Up Campaign in the year 2007
* **Volunteer activity –** Participated in community service in Cambridge International School and tutored kindergarten students for one week in the year 2008
* **Volunteer activity –** Breast Cancer Awareness Campaign in the year 2009
* **Other achievement –** Participated in Public Speaking Competition at Rosary School for Environmental Management Issues in the year 2005
* **Other achievement –** Student Council Representative at Cambridge International School in the year 2007

**LANGUAGE SKILLS**

* Urdu – Mother tongue.
* English – Fluently write and speak.
* Hindi – Fluently speak and understand.

**INTERESTS**

* Working with Travel and Tourism Organizations.
* Working with Fashion Outlets.
* Researching on different issues and topics.
* Travelling to destinations.
* Surfing on the Internet.
* Reading multi-cultural literature books and fashion magazines.
* Music.
* Movies.
* Sports: Rounders, volleyball and badminton.

**SKILLS AND QUALIFICATIONS**

* Good interpersonal and public speaking skills.
* Good time management skills.
* Good client management skills.
* Typing, reading and writing skills as well as good written communication/report writing skills.
* Presentation skills.
* Good researching skills.
* Multi-tasking skills.
* Good analytical skills.
* Good strategic planning and prioritizing skills.

**PERSONAL DETAILS**

* **Date of Birth:** 12th January 1992
* **Nationality:** Pakistani

*\*References: Available upon Request*