

MAJID ALI

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CAREER OBJECTIVE:

Seeking a challenging career in a professionally managed company with learning and growth opportunities having adequate authorities and responsibilities to implement the skills being acquired thereby contributing to the progress of the firm and thus grow personally.

ACADEMIC QUALIFICATION:

- B.COM Graduate in commerce from AJ&K University kotli AZAD KASHMIR PK
- DIPLOMA IN EDUCATION (DIE) From AZAD JAMU KASHMIR EDUCATIONAL BOARD
- I.T Professional 6months course from AJ&K Board.

COURSES: & TRAININGS

- Customer care handling skills training Emirates aviation college
- First aid Emirates aviation college
- Fire and Safety Emirates aviation college

PROFESSIONAL EXPERIENCE:

POSITION: Customer services agent sep2017-Present)

ORGANIZATION: Transguard Group LLC (Dubai Airports)

Duties

- Provide face to face service to passengers and deal with their different needs.
- Answer questions and offer information about the airport related topics such as connecting flight information and direction assistance.
- Performing ETD Checks at boarding gates.
- Handling selectee passengers.
- Provide proactive service to passengers prior to check-in such as managing the queues.
- Handling denied boarding passengers, staff passengers, helping families.
- Identifying those with special need so that they are directed to the relevant check-in counters and are handled efficiently.
- Handling deportee passengers and helping their needs inside the airport.

POSITION: CASHIER (JUNE2013-AUG2015)

ORGANIZATION: HABIB BANK LIMITED PAKISTAN

- Receive and issue transaction instrument like remittance.
- Foreign currency exchange.
- Demand draft and TT.
- Transaction payments, Providing and collecting cash against transactions.
- Receiving checks and cash for deposit, verify amounts and check accuracy of deposit of slips.
- Prepare and verify cash

**PROFESSIONAL
SKILLS:**

- **Other Applications:**
MS Office(Word, PowerPoint, EXCEL)
Microsoft outlook

**LANGUAGE&
PERSONAL
DETAILS**

- English
- Urdu
- ARABIC

**PERSONAL
INFORMATION**

- NATIONALITY PAKISTANI
- AGE 30Y
- VISA FREE ZONE WORK VISA
- VISA EXPIRY 06/10/2023