

Curriculum Vitae

MANMOHAN SINGH

Dubai – UAE

Mobile No.: +971501226854

Email: manmohan0083@gmail.com

CAREER OBJECTIVE

To seek placement within a reputed organization to utilize my skills attained to the optimum level to develop my career and to the benefit of the organization I intent to work for.

WORK EXPERIENCE:

AL AHALIA MONEY EXCHANGE BUREAU

MAY 2023 - Present

Team Leader

Responsibilities

- Supervision: Provide effective leadership by overseeing and guiding a team of employees in their daily tasks and ensuring that operational goals are met.
- Training: Train and onboard new team members, ensuring they are well-equipped to perform their roles competently and adhere to company policies.
- Performance Management: Monitor team members' performance, provide constructive feedback, and assist in setting and achieving individual and team targets.
- Workflow Coordination: Coordinate the workflow within the team to optimize efficiency and ensure smooth operations, while also prioritizing tasks as necessary.
- Problem Solving: Address challenges and issues that arise, offering solutions and making decisions that benefit both the team and the organization.
- Customer Service: Foster a customer-centric approach by coaching team members on delivering exceptional customer service and resolving customer inquiries effectively.
- Communication: Maintain clear and open communication with team members, superiors, and other departments to ensure alignment and collaboration.
- Conflict Resolution: Handle conflicts or disputes within the team, promoting a positive work environment and fostering teamwork.
- Process Improvement: Identify opportunities to enhance operational processes, suggesting improvements and implementing changes to increase efficiency and customer satisfaction.
- Compliance Oversight: Ensure that team members adhere to company policies, regulatory guidelines, and security measures, including anti-money laundering (AML) protocols.
- Reporting: Prepare regular reports on team performance, achievements, and challenges, and present them to higher management as required.
- Motivation: Encourage and motivate team members to perform at their best,

recognizing their achievements and fostering a positive and productive team culture.

- Resource Management: Manage resources effectively, including scheduling shifts, managing workload distribution, and ensuring proper utilization of staff.

SERCO – DUBAI AIRPORTS

January 2022 to February 2023

First Security Group LLC, Dubai, United Arab Emirates

Customer Service Agent

Responsibilities

- Be always well groomed as per the company's grooming standard/Maintain personal hygiene.
- Direct guests where to go and connect them into their next step of the journey.
- Promote our services and products to guests. Recommend things to do.
- Inform guests of service disruption and manage expectations.
- Own and resolve guest enquiries and escalate any issues.

DNATA

May 2018 to June 2020

Transguard Group, Dubai, United Arab Emirates

Customer Service Representative – Special Handling/Wheelchair Assistant

Responsibilities

- Be always well groomed as per the company's grooming standard/Maintain personal hygiene
-
- Coordinated with RTC and Accept/ Start / End your tasks in a timely manner when using PDA
 - Collects required information and documents from the Customer Services Agent to ensure a smooth passenger journey through security, immigration, and boarding gate.
 - Meets designated passengers (unaccompanied minors, young passengers, wheelchair, elderly, and passengers with special needs) and ensures that the required services and facilities are provided to meet any special requirements
 - Handling to the WCHR, WCHS, WCHC passengers.
 - Ensure to complete/submit Staff card with all the required information and highlight the issues
 - Comply with airport/company safety & security standards - adhere to ACAA rules & regulation
 - Safely assist PRMs from // to designated area.
 - Direct guests where to go and connect them into their next step of the journey.
 - Promote our services and products to guests. Recommend things to do.
 - Inform guests of service disruption and manage expectations.
 - Own and resolve guest enquiries and escalate any issues.

EDUCATIONAL QUALIFICATIONS:

- Diploma in Mechanical Engineering from Lord Krishna Polytechnic College (2015-2017)
- Secondary School Education from GOVT. SENIOR SEC SCHOOL (2013-2014)

ADDITIONAL QUALIFICATION

- Successfully completed **DANGEROUS GOODS HANDLING** - Emirates Aviation College, Dubai
- Successfully completed **SPECIAL LOAD HANDLING** - Emirates Aviation College, Dubai
- Successfully completed **RSI** (Ramp Safety Induction) - DNATA

COMPUTER SKILLS:

- Knowledge of MS-Office (MS Word/Excel/PowerPoint).
- Well verse with the use of Internet & Mail.
- Tally ERP 9.

PERSONAL PROFILE:

Father's Name: Lakhbir Singh

Date of Birth: 25th May 1996

Gender: Male

Marital Status: Single

Languages: English, Hindi & Punjabi

Visa: Residence

DRIVING LICENSE DETAILS:

License No: 332310

Category: Manual

Date of Issue: 06/12/2021

Date of Expiry: 05/12/2023

Place of Issue: Ajman

PASSPORT DETAILS:

Passport Number: M0630936

Date of Issue: 11/08/2014

Date of Expiry: 10/08/2024

ACKNOWLEDGEMENT:

I do, hereby declare that the above-mentioned particulars are true and correct to the best of my knowledge.

In view of above I humbly request to give me an opportunity to serve your esteemed organization in the capacity mentioned above for which act of kindness, I shall be very thankful to you. I am highly organized and having a strong inter-personal communications skill. I acquired the ability to deal with people at all levels and independent in decision making in a high pressured environment. An experienced individual with a level of

motivation towards acceptance and desire. Ready for a long-term association, where acquired, skills and knowledge can make a substantial contribution to the Company's objectives and bottom-line profitability.

