

Yasir Abbas

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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:

BS IT (University of Gujrat Pakistan) Year 2011 to 2015

High school certificate khursheed college chakwal 2009 to 2011

School certificate BISE Rawalpindi 2007 to 2009

COURSES: & TRAININGS

- IBM Maximo Training (CAFM) Emirates Facilities & Accommodation
- Customer care handling skills training Emirate's aviation college
- First aid Emirates aviation college
- Fire and Safety
- Customer service and cashier training UBL Pakistan

PROFESSIONAL EXPERIENCE:

POSITION: Cashier At Alfardan exchange (2022 nov to till date)
ORGANIZATION at District office of DCO Pakistan

Duties

- Check and update the chalan forms on E-portals
- Collect fines and update portals.
- **Handling remittance**
- **FCY dealing**
- Cross selling

POSITION: Customer service at Passenger Handling Unit (2018-2022)
ORGANIZATION: Dubai International Airport

Duties

- Receiving calls of customers and staff for flights.
- Receive INAD/ Deportee passenger, escort until next flight
- Accessing service request and forward to relevant department.

- Classify work order and giving feedback to the customer.
Responding to queries via chat, email, or phone.
- Training other staff members on troubleshooting and diagnosing problems.
- Providing technical assistance for questions and problems.
- Produce a daily summary of productivity and output in terms of..

POSITION: Computer Science Teacher(Sep 2016 to Dec 2017)

ORGANIZATION Lahore school system Chakwal Pakistan

- Computer Science Teacher for Matric students both 9th and 10th class

POSITION: Cashier and E-portals handler (2015 to 2016)

ORGANIZATION at District office of DCO Pakistan

Duties

- Check and update the chalan forms on E-portals
- Collect fines and update portals.
- Assist the excise accountants in Receiving checks and cash for deposit.
- Updating and handling the Pakistan food portal prices.

**PROFESSIONAL
SKILLS:**

Computer & Software Skills

- Microsoft office
- web System and Application
- Sql and oracle
- **IBM** systems and Maximo
- Online portal management