



## Sheraz Ahmed Khan

**Nationality:** Pakistani

**Date of birth:** 02/10/1987

**Gender:** Male

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**Home:** Business Bay Oval Tower, UAE, Dubai, 25314

**Visa Status** (Visit Visa )

### ABOUT ME

I am an energetic and ambitious person who has developed a mature and responsible to any task that I undertake or situation that I am presented with. Having more than 4 years experience worked in Aviation /Airlines in operational department dealing with National & International Customers/Passengers/Guest as well as worked with Management, Executive & Directorate .I am an excellent communicator who has experience in Passenger Handling Services, Particularly I have a demonstrated ability to answer airline telephone inquiries, provide information to the Passengers ,check in, flight schedules ,boarding announcement ,and tackle the passenger problems. Moreover monitoring particular needs of passengers and individuals at airport, Arrival & Departure lounges, customer care centers

### WORK EXPERIENCE

**(TRAFFIC ASSISTANT) Customer Services Agent / Passenger Services Agent / Airport Services Agent**

**Baggage Services Agent /Customer Services Assistant /Front Desk Agent**

**FULCRUM LIMITED COMPANY C/O GERRY'S DNATA**

**( 21/07/2015 – 06/08/2019)**

**City:** Multan| **Country:** Pakistan

The responsibilities of the Passenger Service Agent are as follows:

- Be familiar with airlines policies and procedures.
- Perform an efficient pre-flight check, passenger/baggage check-in, validating travel documents, handling Revenue documents... etc.
- Perform efficient and adequate handling of transit passengers.
- Passengers entitled for STPC are handled as per company procedure/policy.
- Meals/refreshments provided to passengers as per company procedure/policy.
- Direct passengers to their respective on ward flight as necessary.
- Ensure attending arrival flights as applicable, escort passengers querying special handling.
- Provide Assistance to passenger at baggage claim area as applicable; liaise with ramp agent for quick Delivery of baggage.
- Liaise with Baggage service (lost and found section) follow up case so mishandled baggage as applicable.
- Contact with high yield passengers prior to check-in and extend necessary courtesy as required; • Undertake passenger's escort and service duties as directed by station management with particular emphasis on passengers requiring special service.
- Provide maximum attention/care to passengers on delayed flight and denied boarding passengers;
- Ensure accuracy of post flight and timely dispatch of messages.
- Identifying and reporting all occurrences, hazards, operational irregularities, unsafe conditions or practices in a timely manner through the laid down reporting policy. Establish and utilize a professional working relationship in all areas of communication and public relations with all airport services, sales, ticketing, reservations, GHA, airport authority and customs authority in order to provide smooth handling of all customers.
- Create OHD , Monitor all telexes and e-mails related to mishandling of passengers baggage and action appropriately.
- Initiate secondary and final tracing of all mishandling baggage.

- Assist station forwarding mishandling baggage to final destination; Liaise with airports to forward unclaimed baggage to the hub.
- Arrange with transport, security and clear baggage from Customs and deliver to baggage stores.
- Retrieve information from unclaimed baggage and feed in the baggage System.
- Arrange to forward baggage found in lost and found store as requested by the owner.
- Maintain mishandling files and provide information as requested by Claims and Insurance department to assist in settling passengers claims; • Organize and maintain baggage stores at Head Office.
- Receive customer and assist tracing baggage Identifying and reporting all occurrences ,hazards ,operational irregularities ,unsafe conditions or practices in a timely manner through the laid down reporting policy

**(TRAFFIC ASSISTANT) Customer Services Agent / Passenger Services Agent / Airport Services Agent / Baggage Services Agent**  
**MENZIES+ROYAL AIRPORT SERVICES PRIVATE LIMITED COMPANY**

**(01/06/2022 –20/09/2022)**

**City:** Multan| **Country:** Pakistan

Same As above mentioned on previous job duties & responsibilities

## EDUCATION

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Bachelor of Arts (Political Science)

**B.Z.U**

(16/10/2009–17/11/2011)

**City :** Multan |

**Country:** Pakistan

## CERTIFICATES

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**(23/07/2017 – 17/06/2025)**

Passenger & Baggage Handling Training /Baggage Facilities and World Tracer/Baggage facilities assessment /Airside Safety/ /Baggage Services Skills /Boarding Sign-off01 /Boarding Sign-off01 /Boarding Sign-off03 / Basic Security Awareness/

Menzies Aviation & Royal Airport Services

Gerry's Dnata

Fly Dubai

Air Arabia

Qatar Airways

Emirates Airline

**(13/02/2019 – 15/06/2022)**

Boarding Gate Procedures and Preparation / Check-in Competency Assessment /Check-in / Our Customer Journey / Fire Safety /Introduction to Customer Services / Introduction to Health and Safety / Welcome to Menzies Aviation / Station Emergency Response

## LANGUAGE SKILLS

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Mother tongue (s): Urdu

English

## COMMUNICATION TOOLS AND INTERPERSONAL SKILLS & SOFTWARE

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Empathy , Problem Solving , Active Listening, Public Speaking, Negotiation ,Feedback, Clarity and Conciseness ,Conflict Resolution, Building Relationships, Networking ,Zoom Application /Slack /Google Voice /Google Chat /Google Sheet /Google Meet /Complaint Management System /Citizens Relationship Management /Live chat