

Curriculum Vitae

Syed Ali Ahmed

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CAREER OBJECTIVE

To gain employment with a company or institution that offers a consistently positive atmosphere to learn new technologies and implement them for business betterment. Highly passionate about working for an organization that inspires me to enhance and innovate the work culture. I aim to leverage my professional skills in an interactive organization that offers a constructive workplace for communicating and interacting with customers and people.

ACADEMIC QUALIFICATIONS

MBA (Human Resource)

JNTUH University,
Hyderabad (2011-2013)

Bachelors of Commerce

Kakatiya University, Karimnagar (2007-2010)
Bachelors of Commerce.

Intermediate (CEC)

Board of Intermediate (BIE) (2005-2007)

Secondary School

K.K. High School,
Karimnagar (2004-05)

CERTIFICATIONS/SKILLS

- ✓ **IATA Certified:** Airport Operations from GMR Aviation Academy, RGIA Hyderabad (2017).
- ✓ **AVSEC Awareness Program:**
Bureau of Civil Aviation
Security 2018
- ✓ **Software Proficiency:** Amadeus Airlines Reservation System, Microsoft Office 2016, MOFA Service Portal, Opsys Software, Tally
- ✓ **Key Skills:** Good communication and leadership skills, Good negotiation skills, Filled with positivity, Sincere and hardworking, Able to work individually and with a team

PROFESSIONAL EXPERIENCE

❖ **VFS Global Pvt. Ltd**

Senior Operation Officer

(March 2023- Present)

- ✓ Verifying applicant information for visa applications
- ✓ Facilitating visa application processes and handling front office operations
- ✓ Document scrutiny and collection for visa processing
- ✓ Handling customer/applicant queries in person, via email, or telephone.
- ✓ Ensuring proper and timely data entry into the system.
- ✓ Gathering feedback from applicants and sharing it with internal teams.
- ✓ Developing sales strategies and stimulating applicants for value-added services.
- ✓ Handling cash and bank transactions with 100% accuracy
- ✓ Handling client interactions and queries for various visa types
- ✓ Conducting regular audits

❖ **Dr. Ramesh Foundation**

Coordinator

(Sept. 2019 – sept.2022)

- ✓ Answering telephones and responding to inquiries
- ✓ Creating, compiling, and exporting event databases
- ✓ Taking reservations for booths and speaking engagements
- ✓ Inspecting public areas and directing custodial staff
- ✓ Arranging venues and schedules for meetings
- ✓ Writing internal communication documents
- ✓ Reviewing materials and offering suggestions for improvement
- ✓ Presenting progress and results to management
- ✓ Conducting regular analyses and making adjustments as needed
- ✓ Establishing and updating contact lists
- ✓ Handling customer complaints or issues
- ✓ Monitoring office supplies and placing orders

❖ **AIR INDIA SATS Pvt. Ltd Customer Service Agent/Ground Handler**
(May2018–Aug2019)

- ✓ Greeting and assisting customers with check-in, luggage tagging, ticketing changes, and special service requests
- ✓ Boarding and deplaning flights, escorting passengers
- ✓ Providing accurate gate, flight arrival and departure information
- ✓ Fielding calls, securing flights, processing reservations
- ✓ Assisting misconnected and rerouted passengers
- ✓ Issuing travel and hotel vouchers for displaced passengers
- ✓ Conducting internal audits

On Job Training (OJT)

Rajiv Gandhi International Airport, Shamshabad, Hyderabad (Nov 2017 – May 2018)

- ✓ **Operating systems (UFIS, FIDS, A-CDM, VDGS)**
- ✓ **Radio Telephonic-VHF ground & Tower paging**
- ✓ **Directing landed aircraft to taxi spots**

GNITT Pvt. Ltd

Administrator cum HR Executive

(Sept 2013 – Oct 2017)

- ✓ Talent acquisition, developing positive relationships
- ✓ Employee engagement, administration, operations & client support
- ✓ Sourcing, recruitment, documentation, job placements, employee relations
- ✓ Conducting telephonic interviews and coordinating with consultants
- ✓ Scheduling interviews with the management team

Personal Details

Name	:	Syed Ali Ahmed
Father's Name	:	SyedWahajuddin
Date of Birth	:	17-05-1990
Passport Details	:	W8712495
Passport Validity	:	01-12-2032
Nationality	:	Indian
MaritalStatus	:	Single

Languages:

English, French, Hindi, Arabic & Telugu.

Address:

303, Maphar Saba Residency, Red Hills,
Lakdikapul, Hyderabad – 500 004.