

Muhammad Shah Fahad

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PROFESSIONAL SUMMARY

Enthusiastic about the aviation industry and gregarious in nature with experience in airport terminal operations. Hands-on knowledge in aviation security, coordinating terminal activities, Resource management, Ground handling and Responding to emergencies.

EDUCATION

Galgotias University

Sep 2017-Sep 2020

Delhi-NCR, India

Website: <https://www.galgotiasuniversity.edu.in/>

- BBA in Aviation Management

PROFESSIONAL EXPERIENCE

Airport Terminal Assistant

Nov 2020-Feb 2022

Airports Authority of India (AASPL)

Bhubaneswar, India

- Oversees daily airport operations including airfield, terminal, and landside areas during shifts, ensuring passenger, employee, and tenant safety and security in compliance with airport standards.
- Handling complaints, concern, inquiries and provide effective resolutions.
- Maintain accurate records of daily flight movements and other airport activities.
- Coordinate and communicate with agencies and stakeholders to maintain smooth terminal operations.
- Responds proactively in any terminal emergencies and incidents.
- Patrolling and monitoring thoroughly critical sensitive areas with a focus on ensuring regulatory compliance.
- Supervise, Brief and lead operational staffs for safe and secure Exempted/VIP movement.
- Maintain accurate records of lost and found property and address the claim as per SOPs.
- Monitor weather conditions and coordinate with relevant authorities for any disruption.
- Carry out other necessary duties as assigned by the duty terminal manager.

Customer Service Executive

Jun 2022-May 2024

Startek

Lucknow, India

- Provide customer support service to India's leading e-commerce company (Flipkart).
- Answering customer's queries through calls and providing clear instructions to resolve issues.
- Escalating customer's calls to other departments when advanced solutions are needed.
- Handle customer's calls as per the KPIs and ensure high CSAT response.

AREAS OF EXPERTISE

Professional Skills: Organizational skills | Multi-tasking | Problem Solving | Oral and Written Communication | Customer Service | Decision Making | Resource Management | Team Leading and Team work | Administrative Support | Multi-Lingual | Adaptability

Technical Skills: Computer Literacy (MS-word, PowerPoint, Excel) | Basic Aviation First Aid | Emergency Response and Evacuation | Outlook | AIMS| AVSEC

TRAINING AND CERTIFICATES

- Air India Internship Certificate
- GMR Group Future Aviation Professional Training Certificate
- Cabin Emergency Evacuation Training Certificate of Airbus A320

ACHIEVEMENTS

- **Appreciation Letter:** Awarded with an appreciation letter for my excellent work performance in the previous role by the Airport Director of Bhubaneswar International Airport.

LANGUAGES

- **HINDI:** Native
- **ENGLISH:** Proficient
- **URDU:** Proficient

HOBBIES AND INTEREST

Cricket: Love to play cricket with friends during weekends and free time.