

## Resume



### PERSONAL SUMMARY

- A well-presented, articulate and confident individual worked as **LEAD CABIN CREW** had been provided exceptional customer care services accordance to the company policies, goals and objectives to ensures maintained a level of high standard in safety, on board customer services and delivery. Comfortable working in fast paced environment and able to build and maintain relationship with work colleagues through a genuine desire to support them.
- Having sales experience as **REGIONAL SALES MANAGER** above four (04) years.
- Currently looking for a suitable positions in customer care services or in sales.

### AWARDS & APPRICIATION

- Appreciation on different events assign by company.
- Excellent performance to achieve target and sales in 2011

### LANGUAGES

- English, Urdu & Punjabi

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### EDUCATION

- PGD Columbia Common Wealth University U.K. in Business Administration Marketing (2009)
- BBA (Honors) Indus Institute of Higher Education (CGPA 3.1) (2007)
- DAE (3 Years) Instrumentation & Process Control Technology (2003)
- F.Sc (Pre-Engineering) Govt Science College Malir Cantt (2000)
- S.Sc (Science) Shaheen High School Model Colony, Karachi (1998)

### WORK EXPERIENCE

#### **Shaheen Air International (May 2014 to Aug 2018)**

Lead Cabin Crew Air Bus (321/320/319)

Air Bus (330-300/200)

#### **Duties:**

Responsible for the Safety and Comfort of Passengers.

During routine check Before takeoff.

Welcoming Passengers as they Board the Plane and helping them find their seats.

Dealing with difficult Passengers and situations politely but firmly

At the end of journey make a flight report and recording an incidence (if required)

#### **Air Indus (Jan 2013 to May 2014)**

Cabin Crew 737 (300-800)

#### **Duties:**

Responsible for making Passengers feel their holidays has been started the moment this step on the aircraft making them feel relax, safe and comfortable while providing a full range of in-flight services and refreshment

#### **SEARLE PAKISTAN**

Regional Sales Manager 2009 to 2013