



SUHAIL AHMED

A-88 Block 8

Karachi Administration Employees

Cooperative Housing Society

**Shaheed-e-Millat Road - Karachi,
Pakistan.**

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DOB: 10, Dec, 1973

Nationality: Pakistani

Objective:

To obtain a position in a reputed organization where my experience & positive interactive skills can be effectively utilized and I am given a fair opportunity to grow and help the dynamic team to attain departmental and corporate goals.

Experience:

Emirates Airlines, Pakistan www.emirates.com

Sep 2006

Customer Sales & Services

February 2012 till date

My current responsibilities as senior customer sales and services assistant are as under:

- Assistance to passengers and groups (by calls, web based tools and by various communication means) pertaining to new offers, complaints, compliments, queries, various travel solutions & support, mainly fare calculation, reservation, ticketing, marketing of new products, coupled with any other possible assistance requested by the customer.
- Liaison with head quarters to provide best solutions to the customers in the most appropriate and timely manner.
- Promotion and initiation of the new products & services to the customers.
- Hotel accommodation, rebooking, and other arrangements to help the passengers of delayed and cancelled flights.
- Medical and Health Insurance management for the employees of the department.
- Correspondence and assistance to the passengers across the country.
- Credit card transactions, and record keeping.
- Any other duties assigned time to time by the superiors.

Finance & Administration

September 2006 till Jan 2012,

- Managing General administrative issues for Emirates Pakistan.
- Maintenance, safe-keeping and updating of personnel strength records, leaves records,
- Liaison with Legal Advisor in managing Company's' legal matters and co-ordination with legal department in HO - Dubai in all cases relating to industrial relations, lost baggage etc.
- Providing secretarial support to the Finance and Administration Manager EK-Pakistan.
- Procurements, also responsible for maintain company's assets.
- Group Health, Life and General Insurance matters.
- **Data** compiling of passenger agent's sales report check and finalize verifying discrepancies
- Making reconciliation reports of cargo and passenger.
- Reporting fortnightly cargo sales figures to the management.
- Worked with Cargo team to help them overcome barriers for ensuring timely flow of information and work.
- Verifying Area Office UCA under collections write- off settlement.

Corporate Projects:

- Worked closely with the Finance and Administration manager for getting registered the contributory provident fund of staff and its initial accounts and yearly external audit
- Extensively researched market for available opportunities to profitably invest the amount of the provident fund with banks and mutual funds as per limits imposed by local legislation

Disbursement Unit – Finance Department:

- Making annual and monthly reports of With Holding Tax.
- Finalizing the reports of all Pakistan withholding confirmation issuing letters to an agent's basis on these final Reports.
- Making refunds for all the tickets which issued from Emirates counter and through agents of all stations.

Education**Karachi University – Pakistan**

Bachelors of Commerce (B.Com.),

Technical Skills: MS Word, MS Power point, MS Excel, MS Access, Network Environment, MS Windows

On Job Trainings: Easy Mars Training, Emirates Ticketing Counter & Comet accounting system Training Basic

Other Trainings/Courses: Customer Services Orientation Online, Time Management, Communications & Interpersonal Skills, Email etiquette, Email at Work Place

Languages Proficiency: Urdu, & English

- References will be furnished once required