

Amrit Pal Singh

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Dubai, UAE

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Career objectives:

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills to make a contribution to achieve the corporation's goals, which will lead me to grow as a complete professional and give me the opportunity to derive the corporate world itself with a handful of experience.

Educational details:

- Bachelor of Business Administration

Skills:

- Database management, MS. Office Suite and Project scheduling
- Tally pro, Tally Ace & Advanced Excel
- Active Listening
- Problem Solving
- Python and SQL
- Management Development workshop by Ministry of Small, Medium Enterprises.
- Power BI and Tableau

Experience & Job profile:

Aviation Security

Transguard Group LLC.[Emirates Group Security]

Working as **Aviation Security Team Member** performing following duties.

- Implemented and enforced security protocols, ensuring the safety and protection of passengers, crew members and aircraft at all times in accordance with IATA guidelines.
- Collaborated with local law enforcement agency to coordinate response procedures and emergency protocols, ensuring efficient and effective security operations.
- Guarded restricted areas to prevent trespassing.
- Cabin Security, Passenger screening and baggage handling.
- Have sound knowledge of **RAMP, Airside operations** and **Safety**.
- Monitor Access Control.
- Providing Customer Service to the passengers coming around the world about any query related to the flight and airport.
- Communicated and Coordinated response to suspicious activities.
- Worked as productive team member for **USA, UK and AUS** flights.

Customer Care Executive

Teleperformance-Mohali, India

- Achieved excellence in managing voice process queries, ensuring prompt and effective resolutions for heightened customer satisfaction.
- Adeptly utilized client CRM interface, streamlining refund and return request handling with precision.
- Successfully enhanced team proficiency and service quality through effective auxiliary staff training.
- Demonstrated strong communication skills and effective problem-solving, contributing to process optimization for heightened client satisfaction and overall operational efficiency.

Certification

- Dubai Driver's License Cat-3
- SIRA license holder by Dubai Police
- First Aid and CPR basic training from Emirates Aviation college
- Fire fighting basic training from Emirates Aviation College
- Aircraft safety and dangerous goods handling training from Emirates Aviation College
- Tally Ace and Pro
- MSME
- Python

Languages known

Read: English, Hindi and Punjabi

Write: English, Punjabi and Hindi

Speak: English, Punjabi and Hindi

Personal details

Name: Amrit Pal Singh

Father's Name: Rajinder Singh

Mother's Name: Guruprit Kaur

Permanent address: Mehmi Colony, Nurmahal Road,
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