

ADIL SHAKEEL Muhammad



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➤ To achieve excellence in my field and make valuable contribution to my organization through hard work and dedication, and by accepting challenges and focusing on targets and to prove myself to build a career out of it.

PROFILE:

- A substantial combined experience in the field of Airport Airside Operations Administration.
- Communication skills, easily interacts with executives, regulatory authorities, Clients and staffs.
- Proven leadership capabilities for coordinating and managing Business Administration jobs
- Career oriented individual, with creative ability and analytical skill necessary for optimum productivity and performance

Skill & EXPERIENCE:

- Marketing Strategies & Campaigns (TIENS)
- Customer Service (New Qassim Jan Printers Hangu)
- Long term Customer Relationships (Basit & Brother pharmaceutical company Kohat Pakistan)

New Qassim Jan Printers Hangu (2009-2011)

I worked as customer service for 3 years & my job responsibilities are given below

- Managing all retail and online related customer contacts
- Providing quality responses to customer contacts in person, telephone & email.
- Dealing with enquiries & answering calls from new and existing customers.
- Suggesting solutions to customers in a positive manner.
- Dealing with all escalated complaints and enquiries efficiently and effectively.
- Communicate promptly any information to customers about their orders.
- Giving customers information about company services and products.

Basit & Brother pharmaceutical company Kohat Pakistan (2007-2009)

- I worked as customer relationship officer for 2 years & my job responsibilities are given below managing overall customer care activities, targets and challenges.
- Monitoring day-to-day activities of customer care with value addition and constant improvement.
- Maintaining my visibility on my colleges by supporting them.

PROFESSIONAL EXPERIENCE:

AL HURAIZ PASSENGER TRANSPORT CO-LLC Service Provider of Dnata at Dubai International Airport

Position: HRD Assistant/Administration (Dec 2014 till Dec 2020)

Duties & Responsibilities

- Responsible for arranging the buses meet the flights at the right locations at the right time.
- In-charge of the day-to-day operations of the transport department.
- Efficiently managing a team of drivers and vehicles.
- Ensuring compliance of all transport policies, legislation and procedures of Dubai International Airport.
- Managing, monitoring and developing a team of drivers and Supervisors.
- Being the first point of contact for all Supervisors and drivers.
- Resolving and managing queries and complaints courteously and efficiently.
- Ensuring that Dnata and Airline objectives are achieved.

HR Administration:

- Preparing Final settlements, Gratuity, leave salary and all employee benefits.
- Compilation & processing of attendance data in attendance system.
- Processing monthly attendance musters for workers, trainees & officers.
- Maintaining employee's personal files and records, communicating HR policies & across the organization at all levels.
- Designed Policies and Various HR Forms and Induction Program.
- Tracking attendance, maintaining leave records, PF records, issue letters, etc.
- Preparation of full and final settlement generation of Experience Letters, Relieving Letters.
- Keeping track of Confirmation, Appraisals, and Increments of employees.
- Preparing various letters like offer letter, appointment letter, confirmation letter, increment letter, transfer letter, Absenteeism notice, warning letter, showcase notice, experience/service certificate, relieving letter, etc.
- Submission of online applications of Airport security passes for airport Staff, Airside Driving permit (ADP) and Airport Vehicle permit (AVP) on Amin System.

QUALIFICATIONS:

- **FSc from board of intermediate and secondary education, Kohat.**

- **SSC from board of intermediate and secondary education, Kohat.**

COMPUTER LITERACY:

- Moderate User in MS office (word – Excel – PowerPoint)
- Adobe Photo Shop
- Coral Draw
- In page

PERSONAL DETAILS:

Father's Name	:	Muhammad Shakeel
Date of Birth	:	05/03/1992
Nationality	:	Pakistani
Sex	:	Male
Marital Status	:	Single
Hobbies	:	Reading, Listening Music Driving.
Languages Known	:	English, Arabic, Hindi, Urdu and Pashto.
Passport No	:	BX5160592
Visa Status	:	Employment Visa (Transferable).
Visa Expiry	:	30.11.2020
Light Dubai Driving License/Expiry	:	63672279/22-06-2027

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Yours Faithfully

ADIL SHAKEEL MUHAMMAD