

ASHAN FAYAZ

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Dedicated professional with experience in customer service and special handling. Skilled in communication, problem-solving, and multitasking in high-pressure environments. Proven ability to assist diverse clients, maintain operational efficiency, and ensure safety and compliance. Adaptable and focused on delivering exceptional service.

EXPERIENCE

JUN 2022 – PRESENT

SPECIAL HANDLING AGENT, DULSCO LLC, DUBAI, UAE

- Provided exceptional customer service as a wheelchair attendant, assisting passengers with mobility challenges throughout their journey at Dubai International Airport.
- Demonstrated sensitivity and empathy while ensuring the safety and comfort of passengers with special needs, enhancing their overall travel experience.
- Collaborated effectively with airport personnel and team members to facilitate smooth boarding and disembarkation processes.
- Communicated efficiently with passengers, ensuring clear understanding of procedures and addressing concerns with professionalism and courtesy.
- Resolve or escalate complaints related to special handling services.

JAN 2022 – JUN 2022

CUSTOMER SERVICE OPERATION SUPPORT ASSISTANT, DULSCO LLC, DUBAI

- Guide passengers during boarding, disembarkation, and transfers, ensuring compliance with safety and security protocols.
- Ensure passengers' cabin baggage meets airline weight and size restrictions before boarding.
- Tag excess or oversized cabin baggage at the gate and coordinate its transfer to the aircraft hold.
- Communicate with ground handling teams to ensure smooth baggage and passenger flow at the ramp.
- Support passengers at the boarding gate, addressing last-minute issues with baggage, seating, or documentation.

2019 – 2021

CASHIER CUM SALESMAN, ANMOL FASHION MALL, ISLAMABAD, PAKISTAN

- Assisted customers in selecting trendy and traditional ladies' dresses, providing styling advice to enhance their shopping experience.
- Handled cash and card transactions accurately, maintained daily sales records, and ensured error-free billing.
- Managed inventory by organizing stock, restocking popular designs, and coordinating with suppliers for new arrivals.
- Promoted special offers and discounts, upselling accessories and complementary items to boost sales.

- Maintained an attractive store layout, ensuring dresses were neatly displayed to attract and engage customers.

EDUCATION

MAR 2017

MATRICULATION, AJK MIRPUR BOARD AZAD KASHMIR

SKILLS

- Communication
- Customer Service
- Problem-Solving
- Decision-Making
- Time Management
- Attention to Detail
- Sales
- Interpersonal Skills
- Safety Awareness
- Technical Skills
- Adaptability

LANGUAGES

- English (Fluent)
- Urdu (Native)