

ABDUL GAFFAR

Logistics Assistant

+971 56 372 1079 • agaffar31795@gmail.com • Hor Al Anz, Dubai, UAE

Summary

Experienced professional with expertise in customer service, food service, aviation operations, and driving logistics. Proven ability to deliver excellent customer satisfaction, handle cash, maintain food safety, and optimize operational efficiency. Skilled in cargo handling, delivery services, and operating vehicles in diverse environments.

Certifications

Microsoft Office Certification — (Udemy, 2024): Proficient in Excel, Word, and PowerPoint

Driving Licence

Saudi Arabia

Valid Driving License
(Light Motor Vehicle)

India

Valid Driving License
(Light Motor Vehicle)

Experience

Qatar Aviation Services (Qatar Airways Group)

Doha, Qatar

Cargo Agent

03/2022 - 04/2023

- Cargo and baggage movement through the HUB and ensuring that all cargo & baggage are delivered to their respective areas within the stipulated departmental SLA while meeting the assigned KPIs.
- Collect and transport Cargo and Baggage to various air side locations paying attention to items that require specialist handling (DG / VAL / PER / COU / AVI / Mail) to be carried out in line with operational procedures, safety, and security.
- Carry out safe working practices eliminating mishandling, incidents, and accidents.
- Arrange the necessary equipment required to meet the loading of Cargo and Baggage at the baggage build-up and Cargo areas.
- Ensure quick delivery of Cargo & Baggage to the respective location to avoid mishandling of Cargo and Baggage.
- Ensure all towed items are in proper/safe conditions & within the loading height limits to avoid falling from the units while transporting.
- Ensure all units are charged, inspect, and monitored as per shift/ daily plan to maintain a high standard of equipment appearance and serviceability.
- Support operational requirements, drive and operate, Light Vehicles /Transporter Lifter/RDV & Baggage tractor attached with Unit Load Devices (ULD) to deliver cargo, baggage, and mail on time to the respective area/location.

Maestro Pizza

Riyadh, Saudi Arabia

Service Crew Member

06/2018 - 01/2022

- Key Responsibilities (with Cash Handling):
- Food Preparation and Service: Assisting in cooking, assembling orders, and ensuring timely delivery of meals.
- Cash Handling: Managing the cash register, processing payments (cash, card, or digital), and providing accurate change to customers.
- Customer Interaction: Taking orders, addressing customer inquiries, and maintaining a friendly and professional demeanor.
- Inventory and Supplies: Assisting with stock replenishment and notifying supervisors of shortages.
- Hygiene and Maintenance: Maintaining cleanliness in the kitchen and following health and safety guidelines.
- Skills (Highlighting Cash Handling):
- Cash Management: Proficient in using POS systems and handling financial transactions accurately.
- Customer Service: Balancing efficient service with managing customer payments and resolving any billing issues.
- Accountability: Ensuring daily sales are tallied and reported correctly.

Education

Gowtham Junior College

Hyderabad, India

Higher Secondary Course

2016

Nizam Boys Town High school

Hyderabad, India

Secondary School Certificate

2011

Skills

Food Safety • Good Communication • Aviation Safety • Food Management • Customer Service & Cash Handling • Attention to detail • Adaption • Integrity • Teamwork • Cargo Handling & Delivery Operations • Inventory Management

Languages

English

Professional proficiency
Skilled in verbal and written communication.

Hindi/Urdu:

Native fluency
Proficient in both spoken and written forms.

Arabic

Conversational proficiency
Capable of effective written and verbal communication.

Passions

Travelling

Sports

Reading Books

Passport & Visa Details

Passport No: C1953400

Date of issue 28/08/2024

Date of expiry 27/08/2034

Visa Status

UAE Visit Visa

(Valid until January 25, 2025)

Personal Information

Gender: Male

Date of Birth: 31/07/1995

Nationality: Indian

Marital Status: Married

Declaration

I hereby declare that all the information given above is true and correct to the best of my knowledge and belief

— Abdul Gaffar