

FEROZE AHMAD SHEIKH



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in feroze.sheikh



Al Rigga, Dubai-UAE

CAREER OBJECTIVE

Highly motivated and experienced professional with expertise in operation management, customer service and airport ground handling. Proven track record in leading teams. Adept at working in fast-paced environments, with excellent communication and leadership skills. Seeking to leverage my experience and skills.

QUALIFICATION

- **Master's Degree – Political Science**
Indira Gandhi Nation Open University | 2018-2020
New Delhi, India

TECHNICAL QUALIFICATION

- Proficient in Airline Reservation, Check-in and Boarding system:
- Alta, Amadeus, Sita, Go-Now, Quick Check-in, Sprint, Sky Speed and Flight Speed
 - Diploma in IATA, UFTAA | Indian Institute of Engineering & Technology - Jammu, India
 - Airport ground Handling course, Livewel | Aviation Training Academy – New Delhi, India
 - Completed DCS trainings of different international airlines like Air Arabia, Turkish Airlines, Pegasus Airlines, Royal Jordanian, Fly Dubai, Qatar Airways, Egypt Air, Lufthansa Airlines, Indigo Airlines & Emirates Airlines

CAREER HISTORY

CORE SKILLS & COMPETENCIES

Operations Management: Strategic planning, resource allocation, process improvement, and compliance.

Customer Service Excellence: Managing and supervising check-in, boarding, baggage handling, ramp operations and Airport Operation control center (AOCC).

PROFESSIONAL EXPERIENCE

ARB Group of Companies

Manager Operations

11/2023 – 12/2024 | Dubai, UAE

Job Description:

- As an Operational Manager, my role involved strategic planning, resource allocation, and process optimization to enhance efficiency and achieve organizational objectives. Led cross-functional teams, monitored performance metrics, managed budgets, ensured compliance, and fostered a culture of continuous improvement. Additionally, maintained vendor relationships, implemented quality control measures, and effectively communicated with stakeholders at all levels.

Family Owned Retail Business

Business Operator | 04/2023 – 10/2023 | Srinagar, INDIA

Job Description:

- Managed all aspects of the retail business, including sales, inventory, customer service and daily operations.

Emirates Group Dnata - Erbil International Airport

Senior Operation Support Agent | 03/2022 – 03/2023 | Erbil, IRAQ

Job Description:

- Reviews and releases weight and balance documentation using the system, including loading instruction reports and load and trim sheets in line with safety, legal, and regulatory requirements.
- Provides updates to the team regarding flight status, particularly exceptions such as events that may impact OTP, schedule changes, ad-hoc requests, cancellations and manages real-time allocations.

Go First Airlines, Srinagar International Airport

Supervisor Customer Service | 09/2020 – 02/2022 | Srinagar, INDIA

Job Description:

- Supervising daily operations, including check-in counters, ticketing, boarding gates, arrivals, mishandling baggage, and ramp activities according to company policies and procedures.

ABILITIES

- Follow and support company and ethos.
- Work in a team and embrace social cultural differences.
- Handle deadline pressure without fail.
- Manage and apportion time effectively.
- Meet targets and plan ahead.
- Meticulous in work approach.

PERSONAL DETAILS

Gender - Male
Nationality - India
Passport Number- S1170018
Visa Status - Visit Visa

LANGUAGES

- English - Fluent
- Urdu - Fluent
- Hindi - Fluent
- Arabic - Reading

Indigo Airlines, Delhi International Airport

Supervisor - Customer Service | 03/2011 – 08/2020 | INDIA

Job Description:

- Oversaw customer service operations at major airports including Delhi, Kolkata and Srinagar.
- Supervised and managed check-in counters, boarding gates, arrivals and ramp activities, ensuring high standards of service.

CERTIFICATIONS & TRAINING

- Advanced Reservation & Ticketing Training & Airport Handling Procedures | Interglobal Aviation (IndiGo).
- Ramp safety, Basic Aviation Security, world tracer | Interglobal Aviation (IndiGo).
- Live animal regulation, DGR for passenger handling | Emirates Group dnata.
- Crisis Response, Emergency Response planning (ERP) Awareness, Aviation security Awareness | Emirates Group dnata.
- Air Carrier Access Act: General Awareness training conducted by Emirates group

DECLARATION

I hereby declare that all the information contained in this resume is accurate and true to the best of my knowledge.

Feroze Ahmad Sheikh

United Arab Emirates