



# MOHAMED SHAFI NP

With over 12 years of experience in both aviation and retail, I bring a strong background in customer service and team management. I spent 8 years as a Baggage Handler at **Ethihad Airways**, ensuring smooth, safe, and timely operations. After that, I transitioned to a Store Supervisor role, where I've spent 4 years leading teams, managing inventory, and improving store performance. Known for my organizational skills, leadership, and commitment to excellent service in fast-paced settings.

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Abudhabi ,United Arab Emirates

## EDUCATION

Diploma in computer hardware and networking

G TECH Academy , kerala ,India

Higher Secondary Education

kerala state board of higher secondary education, India

## SKILLS

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Communication
- Teamwork and Collaboration
- Performance Management
- Time Management
- Adaptability and Flexibility
- Interpersonal Communication

## LANGUAGE

- English
- Hindi
- Malayalam

## EXPERIENCE

### Store supervisor

2021- 2025

Nofeel Supermarket, Abudhabi

- Supervised daily store operations, ensuring smooth workflow and high customer satisfaction.
- Managed inventory, Inventory restocking and regular audits to maintain product availability.
- Trained, developed, and motivated a team of [number] employees to enhance performance.
- Ensured compliance with company policies, safety standards, and store cleanliness.
- Analyzed sales data and implemented strategies to boost store performance and meet targets.

### Baggage Handler

2012 – 2020

Ethihad Airways, Abudhabi

- Load and unload passenger luggage, cargo, and freight from aircraft, ensuring proper handling and placement to avoid damage.
- Follow all safety protocols and operational procedures to prevent accidents or injuries during loading/unloading activities.
- Ensure proper maintenance and care of equipment, reporting any malfunctions immediately.
- Collaborate with flight crews, ground crew, and other staff members to ensure timely loading/unloading processes.
- Prioritize tasks and manage time effectively during high-pressure situations to prevent delays.
- Assist passengers with locating lost or misplaced luggage in some cases.
- Provide assistance to passengers as needed during baggage claim or while boarding/unboarding the aircraft.
- Ensure that workspaces and walkways are free of debris and obstacles to ensure a safe working environment.
- Support logistics teams by managing the flow of baggage and freight to ensure that everything is in place for the next departure.