



# SOHAIL AHMED

📍 Dubai, UAE

🚗 light vehicle

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## PROFESSIONAL SUMMARY

Dedicated Team Leader promoting quality assurance, issue resolution and interpersonal communication skills. Bilingual and proficient at troubleshooting and supervising talented teams. Seeking similar position in retail management.

Hardworking Team member brings proven success in overseeing administrative areas. Knowledgeable about best methods for managing resources, schedules and personnel to achieve objectives. Tech-savvy and always looking for improvement opportunities.

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## WORK HISTORY

### TEAM LEADER, 04/2023 - Current

#### **dnata Emirates Group**, Dubai, UAE

- Managing flight operations, airside team support, resource management, safety analysis and briefings.
- Reduced staff turnover with an effective motivation strategy.
- Ensured adherence to company policy by all team members, maintaining professionalism at all times.
- Developed strategies for improved performance level across the team.
- Provided comprehensive onboarding training to reduce learning curve for new hires.

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### ON JOB TRAINER, 01/2022 - 03/2024

#### **dnata, Emirates Group**, Dubai, UAE

- Up-skilling of downline employees and train new recruited staff.
- Evaluated staff performance post-training; provided constructive feedback accordingly.
- Maintained meticulous records of each participant's progress throughout the course duration.
- Conducted needs analysis to identify skill gaps in workforce.

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### CARGO AGENT, 12/2017 - 03/2023

#### **dnata, Emirates Group**, Dubai, UAE

- Improved cargo handling procedures by introducing new methods.
- Organised cargo loading to ensure safe and efficient transport.
- Performed routine checks on warehouse equipment ensuring its proper functionality.
- Utilised space optimally in aircraft holds for maximum payload capacity.

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**EQUIPMENT OPERATOR**, 12/2014 - 11/2017**dnata, Emirates Group**, Dubai, UAE

- Promoted a clean working environment by disposing waste materials responsibly after each task completion.
- Assisted in logistics planning, ensuring timely delivery of cargo to the site.
- Adhere to all safety rules set by Dubai Airport Authority before initiating job tasks.
- Use proper communication during transporting cargo to the required site.

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**PRINTING OFFICER**, 03/2006 - 01/2010**Directorate General of Passport & Immigration**, Islamabad, Pakistan

- Analysing data received digitally to print machine readable passports.
- Analysing the functionality of passport printing machines.
- Ensuring the confidentiality of citizen's data received digitally.
- Improvement of work environment with printing staff
- Ensuring the secure dispatch of ready passports.

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**SKILLS**

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|----------------------------|------------------------------------|
| • Leadership skills        | • Operational support              |
| • Microsoft Excel          | • Customer relationship building   |
| • Stock management         | • Complex resource management      |
| • Strategic Planning       | • Employee coaching and mentorship |
| • Training and Development | • Employee performance reviews     |
| • Project Management       | • Resource allocation              |
| • Process Improvement      | • Team development strategies      |

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**EDUCATION****University of South Asia**, Lahore, Pakistan, 01/1998 - 06/2005**Bachelor of Science in Computer Science BSCS: Computer - Honours Degree**

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**LANGUAGES****English**

Fluent

**Urdu**

Native

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**AWARDS, ACCOMPLISHMENTS, AND HONORS**

6 Najm awards by Dnata, Emirates Group for contributing in business enhancement, reducing operational shortfalls with timely planning and resource management.

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**CERTIFICATIONS AND LICENSES**

On Job Trainer Certificate

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**REFERENCES**

References available upon request.