



Fahad Ullah

Aviation Security



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Camp-07, Jabal Ali, Transguard
Group LLC-Dubai, UAE



KNOWLEDGE

CUSTOMER SERVICE

- Assisting the passengers in Check in Area, Concourse, Arrival, Departure, Immigration & Boarding Gates
- Dealing with unruly & difficult passengers
- Maintaining smooth flow of passengers in Automated Passenger Movement (APM)
- Ensuring the highest standard of customer service is provided

LEADERSHIP

- Creates and maintain a high-quality work environment so team members are motivated to perform at their best
- Shares continual responsibility for deciding how to manage colleagues, ensuring calls are handled efficiently and effectively
- Provides daily direction and communication to colleagues so that customer service calls are answered in a timely, efficient and knowledgeable manner



SKILLS

Communication Skills

Active Listener

Computer Literacy // MS Office

Customer Service



LANGUAGES

English

Urdu



PROFESSIONAL EXPERIENCE

ELEMENTARY & SECONDARY EDUCATION DEPARTMENT

Sep 2019 – Sep 2023

Office Assistant, Clerk & Accountant

- Four years of experience in MS Office
- Dealing with official matters
- Handling and managing monthly expenditure & yearly budgets
- Maintaining accurate records of bookings, payments & transactions

AVIATION SECURITY

Emirates Group Security

Oct 2023 – present

- Cargo Airplane Protection Unit (CAPU)
- Ramp operations
- Helping passengers to use Smart Gates and managing queues
- Greeting and guiding passengers



EDUCATION

Bachelor of Science in Physics

University of Peshawar

2019 – 2020



COURSES

First Aid Training

Emirates Aviation College

Service Hospitality

Emirates Aviation College