**CURRICULUMVIE**

**MirzaMustakimBaig**

Add :- Qtr No. 4/14, V.H.B Colony,Panchpaoli, Nagpur - 440017



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**OBJECTIVES:-**

Intend to build a career with leading corporate of hi-tech environment with committed people, which will helpme to explore fully and realize my potential. Willing to work as a team player in challenging & creative environment.

**CARRIERSUMMARY:-**

❖ Good debugging skills. Strong learning, communication and inter – personal skill.

❖ Strong ability to work effectively with multiple supervisors, balance and prioritize multiple requests.

❖ Hard worker ,dedicated, well disciplined, punctual, innovative, self motivated team player.

❖ Experienced in handling clients complaints with 8 team members.

**WORKEXPERIENCE:-**

Having experience of more than 6 years in Hospitality ,Travels & Customer Service Management in reputed companies which have been mentioned below:-

Worked as a Cargo officer with IndiGo airlines for 6 months .

Worked as a CSA Supervisor & Load Controller for Air Arabia Airlines on behalf of National Aviation Services (NAS ) for 5 years at Dr BabasahebAmbedkar International Airport Nagpur .

Worked as advertised ticketing agent in Star Tours and travel for 9 months.( September 2014 – June 2015)

Worked as a front office executive in Travotel Suits for 4 months ( April 2014– August 2014 ).

**JOBRESPONSIBILITIES:-**

o Planning the work execution and monitoring the daily activities of flight operation .

o Assisting Cabin and Cockpit Crew at the time flight turn around .

o Preparing and maintaining all the documents related to flight.

o Preparing Load and Trim for Airbus A320.

o Handling and solving the issues of mishandled baggage .

o Handling passangers during flight delays and disruption .

o Supervise RAMP activities .

o Maintain laision with all the organisations ( Immigration , Customs , Security ) for smooth flight operation .

o Checking and verifying documents of the passangers to ensure the safety of flight .

o Ensuring all the pre and post flight messages and mails to be sent on regular basis .

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**ACHIEVEMENTS:-**

❖ Got employee of the year on the month of August 2018.

❖ Got employee of the month in month of December 2017.

❖ Got promoted as a CSA Supervisor for the same airlines due to exceptional service of airline operation andprocedures.

❖ Achieved the highest percentage of on time departure as an airport customer service agent .

❖ Having Licence of load controlor with 98/100.

❖ Got certified with Aircraft Handling and Ramp Supervision from Air Arabia with 90/100.

❖ Got certified with Passenger and baggage handling certificate from air Arabia with 100/100.

❖ Got trained in world tracer ( baggage tracing system ) .

❖ Got certified with DGR training CAT 7,8,9,10 .

❖ Got a first prize in MS-CIT for getting 95%.

**ACADEMICQUALIFICATION&CERTIFICATIONS-**

❖ Graduate from Dr. C.V Raman university .

❖ Diploma in Hospitality travel and customer service (HTCS) from Frankfinn institute of airhostess training, Nagpur

❖ HSC completed from Sindhi Hindi Jr. college, Nagpur.

❖ SSC completed from St. M.B high school, Nagpur.

❖ Galileo

**COMPUTERSKILLS:-**

❖ MS OFFICE

❖ C & C++

❖ MS-CIT

**INTERESTS:-**

❖ Playing cricket

❖ Internet surfing

❖ Playing badminton

❖ Traveling

❖ Helping people

**PERSONALDETAILS:-**

Father Name : Mirza Fahim BaigMother name : Lubna fahim baigDate of Birth : 05 January1993

Gender : Male

Language known : English, Hindi, Urdu.Nationality : Indian

Marital Status : Single

Passport No. : K6773386

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**(Mirza Mustakim Fahim Baig)**