

**BILAL AHMAD MIR**

**Tel: +91-7006385225 (IND)**

Email: mirbilalkhaliq@gmail.com

Address: Al Nakheel, Ras Al Khaimah, UAE.

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| **Summary** |

Business operations professional with expertise in administration, customer services and operations management. Experience has been further strengthened by working in various customer service departments at multiple locations.

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| **Skills** |

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| Customer Services Training  |
| MS Office Team Leadership |
| Hospitality Management Back Office Administration |
| Operational Improvement Warehouse Operations |
| Problem Solving Presentation Skills |
| Communications Data Mining |

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| **Experience**  |

**KTC International LLC, *Dubai Designation: Office Administrator cum Store In charger***Aug 2016- Dec 2019

* Monitor inventory levels and order new items.
* Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control.
* Inspect deliveries for damage or discrepancies; report those to accounting for reimbursements and record keeping.
* Helped Organization to build smart work by process efficiencies and recommending services.
* Took responsibility for overall inventory management and supervising the operations.
* Timely delivery of equipment and contents to onsite teams across UAE including MOE, Nakheel Mall, EMAAR, DWTC, DIFC etc.

**Hewlett Packard, *Bangalore Designation: Support Analyst***May 2013-Nov 15

* Monitoring the contract expiry and updating client about same.
* Follow up the order request, Monitoring and closing cases logged.
* Support my team in other work types as and when required.
* Reaching out to partners for case updates.
* Maintaining CRM reports daily basis.

**Kingfisher Airlines Ltd, *Bangalore* *Designation: Guest Service Agent***
Dec 09- July 2012

* Assisting Customers inside Airport Terminal.
* Verifies names on passenger manifest or separates portions of passenger's ticket and stamps or marks ticket or issues boarding pass to authorize passenger to board airplane. Directs passengers to air-terminal facilities.
* Assists elderly, disabled, or young passengers to board or depart from airplane.
* May announce flight information, using public-address system.
* Active RAMP agent (receiving and departing flights), taking care of disembarking and boarding of guests.
* Making Roaster for allocation of employees.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

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| **Education** |

**Masters in Tourism Administration**

Date: July 2007 - July 2009

Organization: Bangalore University

**Bachelor of Science**

Date: March 2004 – March 2007

Organization: Kashmir University

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| **Technical Skills** |

* Typing speed of 35 words per minute.
* Sigma Six Green Belt.
* Computer Certificate Course.
* SABRE GDS (Reservations and Ticketing), Mumbai 2010.
* EPromise (ERP software).
* SR Dash

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| **Languages** |

* English, Hindi and Urdu

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| **Personal Profile** |

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| * + Date of birth:
 | 02 February 1986 |
| * + Age:
 | 33 years |
| * + Gender:
 | Male |
| * + Nationality:
 | Indian (Kashmir) |
| * + Marital Status:
 | Married |