



Muhammad Shahzaib

(Valid UAE Driver's License)

Demonstrated ability to perform functions by being skilled in empathy, communication, problem-solving, positive language, attention to detail, listening, adaptability, multitasking, computer skills, complaint handling skills, time and stress management, frontline customer service skills and creativity with exceptional instincts for meeting high expectations and delivering service standards

✉ shahzaib.ali71@gmail.com

☎ +971524753834

📍 Dubai, United Arab Emirates

EDUCATION

BS Aviation Management CGPA 2.97

University of Management and Technology

09/2015 - 09/2019,

Lahore, Pakistan

Courses

- Business Management
- Finance
- Human Resource Management
- Aviation Safety Management
- Accounting
- Marketing
- Airline Marketing
- Aviation Security Management

WORK EXPERIENCE

Travel Consultant

Al-Qouqaz Tourism L.L.C

12/2019 - Present,

Dubai, United Arab Emirates

Achievements/Tasks

- Sells services to clients by convincing them to employ him or her for arranging the travel
- Coordinates with tour operators and travel agencies regarding tour package choices; bargains with them to get the most affordable rates
- Explained the itinerary and schedule of the travel
- Conducted travel cost analysis and provided price estimates to customers
- Provides clear information for each choice so that the clients can decide properly
- Ran errands and performed other tasks assigned by the agency

Marketing Intern

Adiuvo Consultants

05/2019 - 06/2019,

Lahore, Pakistan

Achievements/Tasks

- Major responsibilities included direct marketing and social media marketing

Intern

Civil Aviation Authority Allama Iqbal International Airport, Lahore.

01/2018 - 03/2019,

Lahore, Pakistan

Achievements/Tasks

- HR Department • Commercial & cargo • Safety and quality management (SQMs) • Departure/Arrival and Apron (APS) • ATC (Preflight) • Cargo Terminal

SKILLS

Analytical Thinking

Leadership

Communication

Teamwork

Critical Thinking

MS Office

Data Entry

Marketing

Management

Negotiation

Forecasting

Profit and Loss

PERSONAL PROJECTS

Customer Satisfaction about Terminal Congestion at Allama Iqbal International Airport

CERTIFICATES

Participated in "Bird Strike Event" which was held at University of Management and Technology

Participated in "Mock Exercise of Crashing Landing of Aircraft"

LANGUAGES

English



Urdu



INTERESTS

Traveling

Socialising

Gaming

Netflix