

ABID MUHAMMAD ASIF

SUMMARY

I am very keen to be a part of dynamic organization Where I can work as a member of the company team And can make a positive contribution to the success Of the team as well as the organization, eventually Offering excellent opportunity for advancement to The senior post based upon demonstrated performance.

EXPERIENCE

Customer Service Coordinator, 02/2019 - 01/2024

Pakistan International Airline - Multan, Pakistan

- Coordinated with ground and flight crew to relay important messages and updates, ensuring seamless operations.
- Conducted security checks at boarding gates, adhering to strict safety protocols and regulations.
- Processed lost and found items, ensuring timely return to rightful owners and maintaining accurate records of all transactions.
- Monitored lounge areas for cleanliness and comfort, addressing any issues promptly to uphold quality standards.
- Provided detailed information on flight schedules, delays, and gate changes, maintaining open communication with passengers.
- Resolved passenger complaints regarding flight bookings and luggage issues, offering swift and satisfactory solutions.
- Maintained up-to-date knowledge of airline policies and procedures, ensuring accurate information is provided to passengers.
- Compiled daily reports on customer feedback, identifying trends and areas for improvement in service delivery.
- Handled baggage discrepancies, working with baggage handling team to locate missing items and update passengers.
- Assisted passengers with self-service kiosks, guiding through the check-in and baggage tagging process.
- Facilitated smooth boarding process, prioritising assistance for passengers with disabilities and families with young children.
- Managed check-in process for passengers, issuing boarding passes and allocating seats according to preferences.
- Supported passengers during flight cancellations or delays, arranging for accommodations and alternative travel arrangements.

Stock Manager & Sales Coordinator, 09/2004 - 09/2018

Al Jazirah Vehicles (FORD MOTOR COMPANY) - Madina Al Munwara, Saudia Arabia

- Inventoried warehouse stock on monthly, quarterly and annual basis.



CONTACT

Address: Jeddah, Saudia Arabia
2586718633

Phone: +966557874899

Email: malikabidawan79@gmail.com

SKILLS

- Maintaining Cash / Bank Sheet & Insurance documents.
- Maintaining Purchase Register and Sales Register.
- Editing & Monitoring all the Typing work.
- Control the Organization member, Employee Work Timing, Sales Stock and Maintain the all-Sales documents.
- Maintain and Controlling all documents for Daily rental And New Vehicles
- Manage and issued invoiced for new and used vehicles
- Verify recorded transactions and report irregularities to Management
- Responsible for vehicle maintenance, registration renewal Their insurance
- Prepare monthly and annually reports & update inventory
- Maintain and Controlling for the New Vehicles in Stock Yard and During PDI.
- Release Green Tickets and submit to banks and after the deliver The

- Censor-tagged merchandise to help deter theft and maximize sales of merchandise.
- Maintained neat and organized backroom to easily access merchandise and drive sales.
- Set up displays of merchandise to market new products to customers.

Sales Representative, 03/1999 - 02/2001

Mobilink Telecom - Multan, Pakistan

Assistant Accountant, 07/1997 - 09/1998

The Asia Enterprises Pvt Ltd. - Multan, Pakistan

vehicle all delivery documents send to NCB, AL RAJIH, AL TAJEER, AL ARABI, AL RIYADH Banks.

CERTIFICATIONS

- Computer concepts, Windows, MS Word, Ms Excel, MS Powerpoint, Internet Operating and Typing Certified.
 - HTML, Java Script, Flash4 Certified.
 - Sales Manager Core Professional Certified.
 - Sales Manager Advanced Professional Certified.
 - Fleet Sales Manager Core Professional Certified.
 - Fleet Sales Manager Advanced Professional.
 - Sales Consultant Core Professional certified.
 - Sales Consultant Advanced Professional Certified.
 - Fleet Sales Consultant Core Profesional Certified.
 - Fleet Sales Consultant Advanced Professional Certified.
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EDUCATION

Secondary High School , Computer Science

Intermediate & Secondary School - Lahore

Bachelor of Science, Mathematics And Computer Science

Bahauddin Zakariya University - Multan, Pakistan