

# 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, Saudi Arabia**

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

## CONTACT

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## 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.

vehicle all delivery documents send to NCB, AL RAJH, AL TAJER, AL ARABI, AL RIYADH Banks.

**Sales Representative, 03/1999 - 02/2001**

**Mobilink Telecom - Multan, Pakistan**

**Assistant Accountant, 07/1997 - 09/1998**

**The Asia Enterprises Pvt Ltd. - Multan, Pakistan**

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## **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.

## **EDUCATION**

**Secondary High School , Computer Science**

**Intermediate & Secondary School** - Lahore

**Bachelor of Science, Mathematics And Computer Science**

**Bahauddin Zakariya University** - Multan, Pakistan