

Umer Shehzad

Dubai, United Arab Emirates

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Operations Support Agent

Highly motivated, Airport operations professional with over 8 years' experience at fast-paced aviation environment. Extensive experience in Ground handling, Airport and aircraft operations. Exceptional administrative and technical ability to solve complex issues with effective communication, judgment, leadership, team working, problem solving and interpersonal skills. Proficient in:

- Airport operations and Aircraft handling procedures
- Planning and organizing skills
- Ramp safety Induction
- Supervision and control of workforce
- Excellent communication skills
- Attention to detail and accuracy
- Excellent computer skills
- Microsoft Office -Excel, PowerPoint, Word, access, outlook

Professional Experience

2019- Present Ramp Handler

Fedex Express Dubai International Airport

- Provides the Ramp services activities such as Marshaling.
- Competent for on time Performance in ground Operations functions.
- Reduce disruption to operations through strong collaboration with regulatory authorities such as custom, Dubai police, security and other 3rd party contractors.
- Delivers efficient operation through administrative and technical support.
- Improves safety inspections through Pre-departure and post arrival checks.

2017-2019

Airside Machines Operator

Emirates-Dnata Dubai International Airport

- Supervision and control of workforce Ensured high level of Safety
- Delivered on time Performance and reduced turnaround time.
- Operated Airside machines including **Tow Tug** efficiently which improved operations.

2014-2017

Security Officer.

Emirates National Security- Dubai

- Improved service standards by providing efficient customer support.

Load Master

SAPS Islamabad.

2010- 2014

- Maintained the safe arrival and on- time departure activities on-loading, off-loading of cargo for the aircraft on the ramp by efficient load sheets.

Education

- Bachelor's Degree in Political science
 - *The University of Punjab*

Languages

- Proficient in English, Arabic, Urdu, Hindi.

Licenses

- **UAE Driving license (LTV, Fork-lift)**
- **Airside Driving permit- DXB**