

Curriculum Vitae



Name: Muhammad Mushood
Address: House# 92, street no 38, sapphire block, park view villas
Multan road, Lahore
Profession: Airline Ticketing & Reservation Agent
Date of Birth: 15-Sep-1992
Nationality: Pakistani
Email: mushood1992@gmail.com
Cell No: +92-3246200722

Objectives:

An experienced and dependable Customer service representative with good experience in airline sales and reservation, able to address multiple simultaneous clients concerns with accuracy and professionalism. I have ability to work in other sub divisions of airline, particularly in sales and operations. I have excellent communication skills in both verbal and written English. I am a smart, creative, energetic and hard working aviation graduate with outstanding educational record. I see myself as an enthusiastic team player with excellent problem solving and analytical skills. Thanks.

Education:

2010-2014 Bs. Aviation Management

Superior University, Aviation Management Deptt. Lahore – Pakistan

(Major Subjects, Airline Planning & Operations, Flight Simulation, Ground Handling and Passenger Facilitation).



2008-2010 FSC Pre-Engineering

Punjab Group of Colleges, Engineering Campus Gujranwala – Pakistan

(Major Subjects, Physics, Chemistry, Mathematics, English).



2007-2008 Metric

Behria foundation School Mandi Bahauddin – Pakistan

(Major Subjects, Science).



Experience:

2015–2016 **airblue Limited (Sialkot)**

Head office is in Islamabad – Pakistan

The logo for airblue, featuring the word "airblue" in a blue, lowercase, sans-serif font. The "air" is in a lighter blue and "blue" is in a darker blue.

2016–2019 **airblue Limited (Jeddah, KSA)**

Duties:

- Walk in customers dealing.
- Assistance over phone calls.
- Email support.
- Sales support team player.
- Account maintenance of agents and creating new ID's.
- Reservation and ticketing.
- Exchanges and Refunds of Tickets.
- Detailed information to passengers about schedule change or cancellation of flights.
- Cash Management.
- Report Making.
- Leave Record excel Sheet.
- Bank Deposit.

2014–2015 **SIAL International Airport (Sialkot)**

6–KM from Sambrial, Sialkot – Pakistan



Duties:

- Passenger Guidance.
- Segregation of baggage.
- Boarding of Passengers.
- Arrival Duties.
- Tag Collection.
- Baggage Complains.
- Pass Issuance Duties.

Internship:

Pakistan Civil Aviation Authority Allama Iqbal International Airport (AIIAP)

Internee: 18th Mar 2014 to 28th Apr 2014



- Flight Plan Checking and Transmission.
- IMS (Integrated Management System), got in-depth exposure to various aviation International standards.
- Cargo Inspection & Process in Different Airport Agencies (SAPS, RAS, PIA, Gerry's Dnata).
- Human resource, commercial department, Control Tower transmission

Skills:

MS office ● ● ● ● ●	Safety Plans ● ● ● ● ● ●	Safety & Ops projects ● ● ● ● ● ●	Innovative & Forward Looking ● ● ● ● ●
Multiple DCS ● ● ● ● ●	Airline Ticketing Web-Based ● ● ● ● ● ●	Operation Control ● ● ● ● ●	Leadership ● ● ● ● ●
Hardware & Software ● ● ● ● ●	Airline Operations and Procedures ● ● ● ● ●	Research Analysis ● ● ● ● ●	Social & Energetic ● ● ● ● ●
Cash Management ● ● ● ● ● ●	Report Making ● ● ● ● ● ●	Audit/Improvement plan ● ● ● ● ●	Trainer ● ● ● ● ●
			Communication skills ● ● ● ● ●

LANGUAGES

Language	Understanding		Speaking		Writing
	Listening	Reading	Spoken interaction	Spoken production	Writing inscription
English	*****	*****	*****	*****	*****
Urdu	*****	*****	*****	*****	*****

* Good propensity towards learning exotic languages.

References:

Will be furnished on Demand.