



# Shah Faisal

## Operations Assistant / Coordinator

Enthusiastic Operations Assistant specialized in improving processes, streamlining procedures, and cutting costs while proficiently maintaining inventory and supporting diverse operations. Dedicated team player with strong organizational communication and prioritization abilities.

✉ shahfaisal0407@gmail.com

📍 Sharjah, U.A.E

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## WORK EXPERIENCE

### Operations Assistant

Safari Aviation Services, Sharjah Airport FZE

01/2020 - 04/2021

- Ensured implementation production, productivity, quality, and customer-service standards.
- Handling requests from tenants.
- Organized office operations and procedures with appropriate correspondence.
- Supported the Operations Department by completing general filing and administrative work.
- Managed and maintained documents and records and executed various clerical duties as assigned by managers and executives.

### Office Administrator

Etisalat Sharjah, UAE

09/2016 - 11/2017

- Planned, scheduled, and produced all company meetings, including meetings with VIP clients.
- Trained 3 administrative assistants on customer service and other office procedures.
- Review employee performance standards with each individual staff member periodically.
- Helped managers with the monthly billing process.
- Scheduled a staff of 18 team members and assigned specific responsibilities to cover all Admin duties.

### Customer Service Specialist

Western Union, Dubai U.A.E

06/2015 - 07/2016

- Answered nearly 30 calls daily from customers inquiring about product usage, billing issues, or general company information.
- Documented calls, transactions, and communication between customers and internal departments.
- Managed New and Existing customer accounts.

## SKILLS & COMPETENCES

Customer Relations

Office Communication

Efficiency

Interpersonal skills

Leadership

Team Building

Strategic Relations with Clients

## ACHIEVEMENTS

Achieved targets through effective functioning.

Double profit yields due to team efforts and excellent operational works.

Was appointed Assistant Operations by the senior management.

Project Management Essentials Certified Management and Strategy Institute 2020

Lean Six Sigma White & Yellow Belt 07-2020

Customer Service (ILM) 2020

UAE Driving License

## LANGUAGES

English ● ● ● ● ●

Arabic ● ● ● ● ●

Urdu ● ● ● ● ●

Hindi ● ● ● ● ○

## INTERESTS

Environmental surveys

Volunteering for beach cleanups

## COMPUTER SKILLS

MS Office suite (Word, Excel, Outlook, PowerPoint, OneNote, Access, Tableau or Power BI)

Spreadsheets (Excel, Google Spreadsheets)

Presentation software (PowerPoint, Keynote)

## EDUCATION

- **Bachelors in Airline & Airport Management**  
Bharathiar University Sharjah, UAE  
*09/2016 - 04/2020* *Sharjah*
- **High School Diploma**  
Our Own High School Dubai, UAE  
*01/2014 - 03/2016* *Dubai*