

# Muhammad Areeb

Al Sabkha, Sharjah | +971 50 740 7424 / +971 52 270 6418

Email: iareeb86@gmail.com

## Professional Summary

Experienced aviation operations and customer service professional with over 15 years in the airline industry. Proven track record in station management, terminal operations, and ramp coordination. Adept at ensuring smooth airport operations and maintaining high standards of service under pressure. Holds multiple certifications in weight & balance and dangerous goods handling.

## Core Competencies

- Airport Operations & Ground Handling
- Customer Service & Passenger Assistance
- Weight & Balance (A320, A330, B737)
- DCS Check-In Systems
- Flight Coordination & Scheduling
- Team Supervision & Shift Management
- Emergency Handling & Delay Management
- Communication & Interpersonal Skills

## Professional Experience

- Customer Service Counselor, Serene Air International (Oct 2019 - Feb 2022)
  - - Handled check-in, boarding, and customer queries to ensure efficient flight departures.
  - - Coordinated with ground teams and regulatory agencies to support daily operations.
- Traffic Officer (Promoted from Supervisor & Assistant), Shaheen Air International (2008 - 2018)
  - - Oversaw check-in, departure gates, and crew handling operations.
  - - Handled baggage services, immigration checks, and flight closing procedures.
  - - Managed special handling requests and ensured maximum payload utilization.
  - - Coordinated with CAA officials and airport agencies to resolve operational issues.
- Assistant Station Manager, Airblue (7 months)
  - - Managed terminal and ramp operations to ensure timely departures.
  - - Liaised with CAA and other agencies for seamless flight operations.
- Assistant Manager, Dhoom Television Network (2007 - 2008)
- Marketing Supervisor, Qaumi Akhbaar (2005 - 2006)
- Courier Delivery Staff, Shaheen Express (2002 - 2004)

# **Muhammad Areeb**

Al Sabkha, Sharjah | +971 50 740 7424 / +971 52 270 6418

Email: iareeb86@gmail.com

## **Education**

- Intermediate (2008) - Liaquat Govt. College
- Matriculation (2004) - Shahab Academy High School

## **Certifications**

- DGR Category 9 & 10 - Shaheen Air
- Basic Weight & Balance - SAPS Aviation College (B737-400)
- Weight & Balance License - A320, A319, A330
- DCS Check-In System Training
- Hajj Operations Experience - Jeddah Airport

## **Computer Skills**

- MS Office (Word, Excel, PowerPoint)
- Basic Troubleshooting
- Windows 98/2000/XP

## **Additional Information**

- Date of Birth: 19-Nov-1986
- Place of Birth: Karachi, Pakistan
- Marital Status: Married
- Languages: English, Urdu
- Visa Status: Employment
- UAE Driving License: Valid
- References: Available upon request