

FAHAD MUHAMMAD AFRIDI

Building 107 Street 840 Zone 27
Umm Ghuwalina Doha
Cell: +974-70462896
E-mail: fahadafridi875@gmail.com



Objective:

An empathetic customer service representative who loves getting to talk to new people every day and help them solve problems. Crafted service approach of finding out what customers goals are and what their level of expertise in the product was rather than automatically giving boiler plate advice, leading to a 92% customer satisfaction rating.

Personal information:

- Father's Name: Hamayun Khan
- Date of Birth: 05-Feb-1991
- Nationality: Pakistani.
- QID No: 29158603069
- Driving License: Available
- Passport No: AF1526493
- Marital Status: Married
- Language: English, Hindi, Urdu & Pashto.

Professional Qualifications:

- | | |
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| Kohat Institute Of Technology Kohat. | 2010-2013 |
| Diploma of Associate Engineer Civil with 63.37%. | |
| Board of Intermediate and Secondary Education Kohat | 2007-2009 |
| Matriculation with 55.71%. | |

Professional Experience: 10 Years

- Work as a Production Engineer with Puff Valley Trading and Contracting W.L.L

Event Experience:

DOHA EXPO 2023 Qatar: **Oct To Mar-2024**

Visitor Operations Volunteer

- Greet visitors as they enter the Expo site.
- Assist visitors with orientation and navigation of the Expo site
- Offering maps and information,
- Crowd management.
- Assisting with visitor enquiries.

ASIAN FOOTBALL CUP 2023 Qatar: **Jan To Feb-2024**

Transport Coordinator (Mowasalat)

- See off Guest from VIP terminal and Ministerial Terminal of Airport.
- Arrange laxioury car for VVIP Guest.
- Arrange transportation for AFC officials from airport to their Hotels.
- Arrange transportation for AFC team players and Fan.

AMIR CUP 2023 Qatar: **May To May-2023**

Ticket Master

- Assisting customers in booking tickets online.
- Ensuring all bookings and reservations are accurately recorded in the system.
- Reissuing new tickets for faulty tickets
- Assist customers in purchasing tickets and provide recommendations on availability, price points, and seating options.
- Respond to customer inquiries and concerns.

AL SHAQAB LONGINES:**Mar To Mar-2023****Ticketing Cashier**

- Worked with cash and POS system.
- Manual distribution of tickets on the site
- Handling customer inquiries and complaints in a professional manner.
- Providing information to Customer regarding the fun activities hosted
- Work closely with other departments, such as marketing and event management, to ensure customer satisfaction and company objectives are met.

FIFA World Cup 2022 Qatar:**Nov To Dec-2022****Work Force Volunteer**

- Problem resolving
- Utilized excellent verbal and written communication skills when interacting with customers.
- Improved volunteers health and well being
- Monitoring distribution of uniform and accreditations to volunteers.

Aspire Katara Hospitality Qatar:**Nov To Dec-2022****F & B Supervisor**

- AKH has been tasked to manage the planning and execution of all catering requirements for the delivery of FIFA World Cup Qatar 2022TM.
- Assisting the Venue Manager/ Asst venue Manager in supervising, monitoring and coordinating all operational and administrative activities for the catering contractors' deliverables.
- Implementing standards established by FIFA, Q22, Host City Operations and AKH Catering Project Team
- Assist the Catering Coordinator in leading the catering operations on site, assist all stakeholders with answering questions, processing event information and troubleshooting simple catering
- Issues for the assigned client group or venues.
- Ensuring all incoming and outgoing reports and issues are drafted upon.

FIFA ARAB CUP 2021 Qatar:**Nov To Dec-2021****Work Force Volunteer**

- Monitoring distribution of uniforms and accreditations to volunteers.
- Scanning each and every product in system so all the volunteers get equal proportion of uniform.
- Check in the volunteers for attendance and meal

Skills:

- Excellent communication and interpersonal skills.
- Familiarity with computerized reservation systems.
- Ability to handle cash and operate basic office equipments.
- Organizational and problem- solving skills.
- Ability to work in a fast-paced and dynamic environment.
- POS SYSTEM
- Basic Microsoft tools

Personality Traits:

- Ambitious, Dedicated. Fast Learner, Independent, Proactive.
- Can-do Attitude. Team Player, Good at Communicating & Coordinating.

Reference:

- Will be furnished as per request.