



# UMAIR AHMED

## OBJECTIVE

To work in a practical environment that promotes my professional growth and gives me an opportunity, where I can employ my technical and interpersonal skills acquired from my education with honesty and dedication, and most importantly to provide a helping hand to the organization to achieve its Objectives.

## EXPERIENCE

### Torque to Spec Workshop January 2023 – Continue 2024

- Greeting customers and Assist Customer
- Determine and Diagnose Car issues based on Customer Description and Vehicle Condition
- Translate Customer Reported problems to actionable work orders for technicians to complete
- Order Necessary parts from suppliers and double checking that they are delivered to Technicians
- Invoice and Collect Payment from Customer Regarding Service
- Maintain Customer Record and Enter data in Computer databases
- Handle and Resolve Customer complaints regarding service
- Preparing Quotation for customer regarding Heavy Service

## SKILLS

- In-depth knowledge of hardware and software
- Up-to-date knowledge of IT and software trends.
- Strong customer service ethos.
- Proficient in MS Word and MS Excel.
- Planning and undertaking scheduled maintenance upgrades.

## EDUCATION

### INTERMEDIATE (PRE-ENGINEERING)

Jauhar College Information & Management  
Science College (Karachi – Pakistan)

### DIPLOMA IN PROCUREMENT

North Atlantic College

## LANGUAGE

English  
Urdu  
Hindi  
Arabic

## CUSTOMER SERVICE REPRESENTATIVE

Starlink (Ooredoo), Doha, Qatar

November 2021 - January 2023

- Proven customer support experience or experience as a client service representative.
- Track record of over-achieving quota.
- Strong phone contact handling skills and active listening..
- Familiarity with CRM systems and practices.
- Excellent communication and presentation skills.
- Customer orientation and ability to adapt/respond to different types of characters.
- Ability to multi-task, prioritize, and manage time effectively.

### ASSISTANT TECHNICIAN

Automech Mechanical Engineer Workshop

July 2018 - November 2021

- Handled project launches and worked to solve manufacturing challenges.
- Served as the main liaison between team units regarding technical consultation and production perspective.
- Trained managers, team leaders, and technicians on the proper handling of equipment and initiating design changes.
- Upheld the highest standards for safety compliance in the workplace.
- Purchasing Tools and Item for Workshop which is required for Fabrication.
- Handled preventive maintenance, troubleshooting, and problem-solving tasks

## **COORDINATOR FLEET SUPPLY CHAIN**

Qatar Airways

Jan 2015 - Jun 2018

- Support the SC process to ensure the appropriate supplies of material will be available at the right place (preload AMH HIA), time (from docking in to docking out Aircraft) and condition to support all Light (A- and SP Checks) and Heavy (C-Checks) maintenance in order to meet or exceed.
- Assists Shipping and Receiving with shipment /transportation related discrepancies and variances.
- Clear communication with AOG desk to ensure handover of AOG requirements at end of shift and vice versa at the start of normal shift.
- Building and maintaining good work relationships with both external (vendors) and internal (planning/maintenance/procurement/stores) customers.
- Supply Chain Purchase Tools and GSE Chemicals
  - Purchasing of Tools and Commercial Item as
  - Per Requisition Raised Checking of the Re-order level
  - Clearing and Investigate the tools which are held in SDR
  - (Store Discrepancy Report) Following up the Order and
  - per the Scheduled Task and Material Planner Negotiate with the Vendor and End User for the new Product and
  - Tools Coordinates with suppliers and staff to resolve routine purchasing supply issues
  - .Ensure a comprehensive system for allocating and reconciling purchase orders
  - .Manage the database of active local contracts with suppliers
  - Submit requisitions status report weekly - ship wise, and to each department.
  - Submit price comparisons for department heads to make informed
  - decision about order confirmation. Maintain clear and organized records to ensure all reports and invoices are filed and stored properly Clearing Invoice for Vendors as per Finances Report
  - Conduct inventory audits to determine
  - inventory levels and needs Notify Material Planner of low stock levels
  - SDR (Store Discrepancy Report)
  - Raising MDR for returning the item back as per Vendor Email
  - Maintain the security measures necessary to preserve
  - the integrity of the goods Verifies product inventory reports by comparing logs and reports
  - Communication between the Vendor and the End User for clearing the
  - item from the Quarantine. Scraping of the item on Site.

## **SENIOR TECHNICAL RECORDS ASSISTANT**

Qatar Airways

Nov 2009 - Dec 2014

- To update removal/installation transaction for all components replaced and updates NRC date in computer system.
- Print Important and Reference for the Aircraft as per Packages
- Collect and organize all aircraft technical log sheets received from Maintenance Control Center.
- Update aircraft technical log data using TRAX.
- Monitor "A" check hours / cycles. Raise correction form as necessary in accordance with Technical Procedure Manual.
- Release "A" / "C" checks certification data to production planning.
- Check for missing technical log pages. Advice concerned to retrieve missing tech log
- pages Generates Missing Tech Registry Report.

## **SENIOR TICKETING AGENT**

Regency Travels and Tourism

Jan 2008 - Dec 2008

- Sell and serve customers professionally through telephone or in person in order to achieve customer satisfaction, generate revenue, and take all possible measures to avoid loss of revenue.
- Generating passenger revenues during phone conversations and surpass the allocated targets.
- Record and process reservations made by phone/fax/email
- Monitor reservation levels and inform Managers of current and future occupancy rates
- Issue and reissue ticket, rebook and revalidate ticket over the phone Accept payments over the phone and generate revenue
- Assign and schedule tasks for specific employees and also follow up on the results they generate
- Maintaining statistical and financial records

## **15TH ASIAN GAMES 2006**

- Process all athletes check-ins, check-outs, room assignments, and room change/late check-out requests.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems
- Helping to resolve employee issues and disputes
- Communicate to appropriate staff when guests are waiting for an available room.
- Coordinate with Housekeeping to track room status and guest concerns. Providing Transport availability to athletes for venue
- Checking and Resolve call from athletes for request or problem
- Maintain good communication and working relationships with all hotel departments.
- Process all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Perform general office duties to support Sales &
- Marketing Resolving customer issues to their overall satisfaction.
- Maintaining an overall management style that follows company best practice. Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.