

Yasir Insha Abbasi

- ❖ Specialized education, training and experience in baggage handling and passenger Services.
 - ❖ Excellence in Customer service.
 - ❖ An effective communicator with excellent relationship building & interpersonal skills.
- Possess a flexible & detail-oriented attitude. To achieve excellence in the field of my work in Aviation industry with an organization involving committed and dedicated people which values contribution of individual employee with the growth of the organization.
- ❖ Specialized in Ramp Activities, Safety, and Reporting.



Personal Info

Father: Insha Mohammed

DOB: 12th May 1981

Languages: English

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Skills

- Very good Training delivery skills. Aircraft Handling, Safety, Managing resources.
- Excellent understanding customer service
- Ensuring maximum customer satisfaction by closely interacting with potential clients to understand their requirements & customizing products & services with optimum resource utilization
- Skilled to Good leadership and communication skills.
- Excellent people management skills.
- Goal setting and accomplishment skills.
- Willingness to accept challenges along with the ability to work under pressure.
- Goal oriented and motivate individual along with the ability to work independently.
- Skilled in quality monitoring and process analysis.
- Strong data analysis, interpretation and problem solving skills.



Experience

Jan 2013-till date-Turn Around Coordinator

Qatar Aviation Services, Doha Qatar

Worked as a turn Around Coordinator Qatar Aviation Services.

- Qatar airways licensed headset mechanic controlling arrival and departure of aircraft at Hamadinternational Airport Qatar.
- Plans, monitors and expedites all facets of Aircraft turnaround, liaising closely with all Group Sections, Government Departments and outside agencies in order to achieve a safe, legal, punctual departure while ensuring the highest possible level of customer service is delivered to Customer Airlines (for QAS)and to QATAR AIRWAYS (for QR).
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- Proactively motivates and supervises the complete turnaround, seeking out potential problems prior to any impact or disruption of the Precision Timing Schedule.
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- Supports the Administrative functions of the Dispatch Team and conducts Quality Control Checks on individual performances.
- Analyses and checks individual allocated flights in order to avoid any possible situation that could cause disruption or delay.
- Disseminates information from all inbound signals and transfer messages regarding passengers, cargo, mail and courier to ensure that transfer unit personnel are rostered, briefed and in position at Flight.
- Liaises closely with all internal sections and external agencies to ensure that resources are available, serviceable and in position prior to flight arrival, enabling immediate engagement after blocks-on and engine shutdown.
- Supervises the optimum deployment of all staff and equipment to facilitate the safe, sequential expeditious disembarkation of passengers, baggage and dead load to achieve the laid down standards of service delivery.
- Liaises with all Company and agency staff at the Aircraft and departure gate. Makes critical decisions on adjustment of equipment or manpower levels and cleaning standards plus the last-minute acceptance of load.
- Accountable for the punctuality of all assigned flights to ensure an acceptable level of on-time departures are achieved. Allocates delays as appropriate.
- Communicates with all Company, agency and/or Customer Airlines through the Trunk Radio Network, advising accurate information of all block times, incidents, in-hold defects, flight

disruptions and

technical problems, to enable all Operations sections to remain "in the loop" and plan / adjust flight program as necessary.

- Maintains close relationships with Airlines, Government Agencies, and suppliers to ensure the highest levels of Customer Service are consistently delivered.
- Records accurately all relevant details of individual flight turnaround on the Dispatch Report Card to enable past flight reconciliation and investigation to ensure follow up procedures.



Experience

WORKING AS LOAD CONTROLLER

Technical & Administrative Responsibilities

- As load controller I am responsible for making Load and Trim Sheet of Aircraft# a-319, A-320, A-321-200 in air blue fleet.
- Perform all aircraft Weight and Balance and Documentation activities for Airlines on a shift basis for arriving and departing aircraft at Allama Iqbal International Airport. Ensure the provision of an accurate and punctual service to airline and ensure legal and safety requirements as outlined by Airline Weight and Balance manuals.
- Co-ordinate the receipt, record and onward communication of relevant information required for the preparation of weight and balance documentation (loading instruction report, load sheet and trim sheet) for an aircraft. Build and maintain relationships with key stakeholders to enhance customer service standards and facilitate the exchange of information.
- Review existing operational practices, systems and procedures to create work / process efficiencies and source opportunities to maximize aircraft space utilization and fuel uptake, in order to exploit maximum revenue capacity and performance capability per aircraft.
- Co-ordinate with Ramp coordinator regarding Load Plan and inform in case of any change in load.
- Coordinated with Flight Operation and passes them Zero fuel weight to obtain the fuel figure.
- Coordinate with check in supervisor for baggage weight and passenger figure.
- Performed Daily Reports, Updates of knowledge base documentation used by department to facilitate the Region.
- Conduct training of the new staff regarding weight and Balance and also train them to effectively utilize the online web based application and tools.

Worked as Ramp Agent following are the roles and responsibilities:

- Briefing of Handling agent (loading Instructions)
- Preparation / Conditions on Ramp (FOD, Markings ,Guide-in System, Marshalling)
- Check of On load (Comparison with data on Loading Instructions build up,Serviceability Check)
- Handling Process (Supervision of Fueling process, Ramp safety regulations)
- Offloading Aircraft (Observing Priorities and safety regulations, compartment check after offloading)
- Loading Process (Supervision in General, Coordination of process, sequence, security, communication).
- Adherence to loading instruction, compliance check Dangerous Goods-NOTOC, Observing special.
- Handling Instructions, Handling of Irregularities, Securing of Load like HEA,AVI,DGR,tie down.
- Calculation/Marking of Actual/Final Figures of on load (Passengers,bags,cargo,mail,specials)
- Duties before Off-Blocks (Presentation of document to crew, ACARS-L/T sheet: Recheck of load data with cockpit crew)
- Handling of LMC –Procedure

Promoted as Ramp Executive in Dec. 2010

As Ramp Executive, my responsibilities were:

- Take over of shift charge from outgoing shift.
- Check the Logbooks of Equipment
- Take attendance of all staff including RHS, BHS, RHA, BHA, Cleaners and Equipment Operators
- Make duty allocation and depute staff to their areas including Check in counters, Baggage Segregation, loading and offloading at apron, Aircraft search, cabin cleaners and operators.
- Supervise all departures and arrivals.
- Supervise loading and offloading of baggage/cargo as per loading instruction.
- Check the cleaning and security check before every departure of flight.
- Arrange all the ground handling equipment.
- Walk around, Removing Handling equipment's.
- Engine start procedure
- Communication Ground -COC

Extra Duties and Responsibilities:

- Also work and perform all the duties and responsibilities as shift Manager in absence of shift Manager.
- Coordinated with ASF in conducting Aircraft search and surveillance of passenger and baggage to ensure safety and security.
- Handling of Deported PAX by clearing them from Immigration process.
- Conduct the online Boarding of PAX using PDAs through the air blue boarding application.
- Coordination with Engineering and other relevant departments in case of delay flight and to inform the PAX about the current situation.
- General Deceleration documentation in and out.
- Ground operations controller
- Freighter IL76 Ground Handling
- Perform Duties in Lost and found department.
- Also perform duty on Diverted flights as Flight Dispatcher and Load Controller

Professional Aviation Trainings:

- Completed Successfully PRICIPAL OF LOAD CONTROL, Weight, and Balance, Loading priorities, Manualload sheet/Trim Sheet. Conducted by Qatar Airways, Doha
- Ramp handling /Ramp safety awareness course, Doha, Qatar.
- DG-cat 10 Course. Doha, Qatar.
- Certification for Push-back head set mechanic Licensing Qatar Airways
- Completed Successfully Online Training G.D.S Amadeus at Bird Travels,

TRAINING/COURSES

- Completed successfully **Basic Course of Weight and Balance** from Airblue International Airline with Aircraft # A-319, A-320, A-321-200.
- Computer Training for using online web-based application for Check in and Boarding.
- Basic **computer hardware** and **Computer Office Automation**.
- DGR for CARGO handling.

LICENCE

- **Obtained License of weight and Balance** of Aircraft # A-319, A-320, A-321-200-231.Under License No. ABQ-215



Education

B-COM Punjab University Lahore

D-COM TEVTA Lahore

SSC BISE Rawalpindi

Date

Signature