

ISSAR AHMED

Aviation Document Verification Officer

+971582732191 @ Arhanissar1724@gmail.com Dubai



SUMMARY

Aviation professional with over 13 years of comprehensive experience in flight operations, ground services, and management. Skilled in driving operational efficiency, ensuring regulatory compliance, and delivering superior customer service across diverse aviation environments. Proven ability to adapt in dynamic settings, whether in-flight, on the tarmac, or within the corporate office. Strong leadership, problem-solving abilities, and a firm commitment to safety, quality, and operational excellence.

KEY ACHIEVEMENTS

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| <p>Fraud Prevention Success</p> <p>Reduced fraudulent document cases by 30% in 6 months through improved verification techniques.</p> | <p>Emergency Evacuation Leader</p> <p>Ensured 100% evacuation efficiency during emergency drills at Dubai Metro.</p> |
| <p>Customer Satisfaction Boost</p> <p>Improved customer satisfaction scores by 15% in 3 months at airport customer service.</p> | <p>Efficient INAD Handling</p> <p>Cleared 95% of INAD cases within 24 hours, reducing turnaround time.</p> |

EXPERIENCE

AVIATION DOCUMENT AUTHENTICATION CLERK

FLYDUBAI (Outsourced by Group for Falck LLC)

02/2022 Dubai

- Access and review information on inadmissible passengers, taking appropriate action and keeping relevant departments informed.
- Liaise with relevant authorities (e.g., Immigration, Embassies) across the network to prevent the carriage of inadmissible passengers.
- Maintain accurate records of verified documents and associated compliance checks to ensure proper documentation.
- Collaborate with regulatory authorities and aviation stakeholders to ensure the accuracy and validity of passenger documentation.
- Conduct Travel Document Checks on assigned flights, performing behavioral analysis to prevent illegal immigration and unlawful interference.
- Communicate findings and discrepancies regarding passenger documents to relevant personnel and recommend corrective actions.
- Stay updated on changes in aviation regulations, document verification procedures, and related compliance protocols.
- Uphold confidentiality and security of sensitive aviation documents and passenger information.

Train Operator

Dubai Metro

02/2019 - 01/2022 Dubai metro

- Operate passenger and freight trains in compliance with safety regulations, schedules, and route requirements.
- Ensure adherence to safety protocols, including speed limits, signal recognition, and emergency response procedures.
- Navigate through various routes while managing delays and maintaining timely arrivals and departures.
- Provide customer service by assisting passengers with inquiries, ensuring a safe and comfortable travel experience.
- Conduct pre-trip inspections of trains to ensure all systems are functioning properly and report mechanical issues.
- Respond to emergencies, including medical incidents or train malfunctions, to ensure the safety of passengers.
- Monitor and adjust train systems, speed, and resources to maintain operational efficiency and reduce downtime.

TERMINAL OPERATIONS ADMIN

DUBAI AIRPORTS (Outsourced by Group for Falck LLC)

06/2017 - 01/2019 Dubai

- Coordinate and oversee daily terminal operations to ensure efficiency and compliance with safety regulations.
- Monitor and manage passenger flow, baggage handling, and ground transportation services.
- Supervise terminal staff, including scheduling, training, and performance evaluations.
- Maintain and update operational procedures and protocols to enhance terminal efficiency.
- Address customer inquiries and resolve issues related to terminal operations in a timely manner.
- Collaborate with airlines, ground handling agents, and other stakeholders to optimize terminal services.
- Conduct regular inspections and audits to ensure compliance with safety and security standards.

EDUCATION

Bachelor of Computer (Computer Science)

Thiruvalluvar University

01/2010 - 12/2010 Tamil Nadu

LANGUAGES

English
Proficient



Hindi
Native



Tamil
Proficient



Urdu
Native



Malayalam
Advanced



SKILLS

Supervisory

Data Entry

Reservations

Ground Transportation

Computer System

Logistics

MS Office

Training Programs

Aircraft Operations

Team Work

Decision Making

Attention to Detail

Time Management

Quality

Quality Standards

Disciplinary Actions