SHAHBAZ MAZHAR

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**Objective** I am a positive, dynamic, proactive and results-driven Individual with keenness to learn all the time. I want to excel in a dynamic environment that makes the best use of my abilities, while providing me with an opportunity to learn and grow professionally.

**Work Experiences**

**LyondellBasell Associate Customer Services**

**Netherlands – Jan’22 - Present**

* Delivering highest quality service to customers, handling customer requests in a timely and professional manner, building up long term value for the company while increasing customer satisfaction.
* Acting as primary interface with Planning, Sales, Business and Supply Chain in order to serve the customer in the most efficient and effective way in order to maximize value for LyondellBasell (feedback from business partners, KPIs, complaints) and ensuring effective interfaces with all partner functions.

• Participates in Supply Chain and interdepartmental projects.

• Developing strong relationships with key stakeholders (customers, planners, business, SC, Finance, etc) and building an effective network so that targets are effectively and efficiently are met.

• Ensuring that formal governance compliance and company work ethic culture is in place by respecting / adhering to all policies and procedures.

* Checking and maintaining accuracy of Customer data in SAP in order to ensure correct deliveries, invoicing and communication.

**TripActions Business Travel Specialist**

**Netherlands – Feb’19 – Aug’ 20**

• Provide customer support through chat/email/phone

• Provide complete travel arrangements

(Hotel/Car/Airline/Train

• Identify specific client needs by effective use and knowledge of the airline industry, GDS and third party technology

• Provide quick solution on customer requests including complex and lengthy specifications

• Provides clients with accurate travel and tech related help for information to assist with any client initiated changes and unexpected situations

• Collects data and feedback from customers to close the

loop on potential app and customer issues

• Escalates issues to Manager as needed to solve both travel and tech related problems

• Maintain logs/records, and research information)

**Saudi Arabian Airlines Traffic Officer / Station Support**

**Dubai Airport - May’15- Aug’18**

• SAP (ERP) Material Management

• Flight Check-In, Flight updates/Modification, Schedule

Updates, Passenger Boarding, Passenger transfers

• Baggage Services (World Tracer Management).

• Comprehensive database management and migration for

Dubai Station to SAP (MM)

• Coordinate Flight Plan Updates and Modifications related to Aircraft type and Registration

• Manage and monitoring day-to-day operational issues with the handling agent

• Assist in Flight Status Updates, Passenger transfer

• Responsible for revenue daily reports closing and reconciliation of tickets

• Coordination and handling of administration activities.

• VIP & Royal flight slot approvals, Coordination with Royal hangar and lounge

**Pakistan International Airlines Customer Services & Operations Supervisor**

**Dubai Airport** - **Dec10 – Apr’15**

• Flight Check-In, Flight updates/Modification, Schedule

Updates, Passenger Boarding, Passenger transfers

• Respond to Business Class Passenger’s queries,

Coordinate with hotels for crew slip.

• CIP/VIP Passenger handling,

• Experience of VVIP flight handling (Presidential Flights).

• Bill verification and processing, Staff Duty Roster

Management, Revenue Management Solutions,

• Correspondence with Handling Agent/Head Office on all

Operational matters.

• Prepare daily performance reports, Schedule preparation/Approvals and updates

• Load control & Trim sheet coordination

• Baggage Services (World Tracer Management).

**Novotel (Accor Group) Guest Relation Officer**

**London Aug’08 – Aug’09**

• Working as a Guest relation officer**.**

• Follow up promptly on any complaints received from guest.

• Ensure that all courtesy is always being delivered

to prospect during the stay.

• Keep updated competitive knowledge.

• Prepare prospects on financial behavior and product usage pattern to be able to identify needs.

• Accurate and daily reports to line manager on all

**Qualification;**

**Advance Diploma in Business Studies (Management)**

Stratford College, London  **-** 2008 - 2010

**Bachelors in Arts (BA)**

University of Karachi, Pakistan - 2005 - 2007

**Skills:**

**MS Office, Excel, Word and Power Point**

**SABRE** (Native & GUI) - **WTR – SAP**

**Hotix/Brilliant/Rejan** (Hospitality Software)

**AMADEUS CM – Altea**