

# RAHIL SHUBH KUMAR

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## OBJECTIVE

A Suitable position with an organization where I can Utilize the best of my skills and abilities that fit to my Education, skills and experience a place where an encouraged and permitted to be an active participant as well vital contribute on development of the Company

## EDUCATION AND CERTIFICATION

**Bachelor's in Computer Application BCA**

## PROFESSIONAL EXPERIENCE

**CARGO AGENT – DNATA - DUBAI WORLD CENTRAL  
AL MAKTOUM INTERNATIONAL AIRPORT**

**2023 DEC – PRESENT**

- To perform all cargo handling related activities including documentation, customer service, acceptance, delivery, breakdown, build-up, equipment operation and transport to ensure smooth handling of cargo throughout Cargo Operations (Export and Import)
- Follows all relevant customer service and airlines specific policies, processes, standard operating procedures and instructions so that work is carried out in line with regulations and SLAs
- Guides and assists the team of Loaders and Equipment Operators in cargo handling activities ( build-up, breakdown, acceptance and delivery, documentation of cargo, courier and mail in line with the standards
- Inspects and validates against relevant documentation and counts goods at every point of delivery, acceptance, breakdown and build-up to ensure that goods conform to relevant criteria and are dispatched in line with the standard work procedures
- Enters data manually or automatically in the cargo systems in a timely manner
- Coordinates with Government Authorities such as Customs, Municipality, Health or Police in an efficient and effective manner to ensure smooth movement of all cargo, courier and mail
- Handles and loads all special cargo (dangerous goods, live animals, valuable goods, etc..) in line with IATA manuals
- Performs all related cargo handling activities and operates equipment as required (Tow Trucks, forklifts, etc?) for movement of loads.
- Loads and unloads cargo from ULDs / Aircrafts and Trucks as appropriate in a timely manner
- Discusses safety concerns openly and reports them to the concerned Team Leader on shift
- Follows day-to-day operations related to own job and be available on the assigned task in a timely manner
- Complies with all relevant safety, quality and environmental management policies, procedures and controls to ensure a healthy and safe work environment.

## PROFESSIONAL EXPERIENCE (CONTINUED)

### **SECURITY AGENT – EMIRATES GROUP SECURITY TRANSGUARD GROUP**

**2022 JAN – 2023 NOV**

- Ensure a safe environment through a team effort of diligent active patrol, strict access control, monitoring, and equipment control
- Be visible and observant at all times, greeting staff, guests, and vendors in a courteous and attentive manner
- Respond immediately to distress calls, panic alarms, and emergency calls for disorderly conduct, disruptive persons, and incidents swiftly and appropriately
- Maintain the company's reputation with professionalism and legal compliance
- Collaborate with other security officers for effective protection and coverage
- Patrol property on foot, securing personnel, assets, buildings, gates, and fence perimeter are secure in all weather conditions
- Investigate and take the appropriate lawfully action as authorized by the corporate policy on accidents, incidents, trespassing, suspicious activities, safety and fire incidents
- Control and monitor surveillance equipment, and perform building and equipment inspections
- Guard access points, permitting or refusing entry, restraining trespassers, and direct heavy traffic during start and end of business hours
- Complete daily reports, including relevant information, observations, surveillance footage, and signatures
- Secure all doors, windows, and exits, depending on shift

### **CUSTOMER SERVICE EXECUTIVE, TECH MAHINDRA PVT LTD – CHANDIGARH, INDIA.**

**2020 JAN – 2021 NOV**

- Answering client correspondences through email, social media, and by phone.
- Relaying extensive product information to customers.
- Closing sales for the company.
- Filing customer records, including contact information, purchases and billings.
- Conducting surveys and writing reports based on customer feedback on products and services.
- Providing customers with clear instructions to resolve issues.
- Rerouting customer calls to other departments when advanced solutions are needed.
- Managing orders and ensuring their prompt delivery.

## PERSONAL

Nationality:	Indian.
Date of Birth:	27/MAY/1999
Passport No.:	R3807954 valid until 03/09/2027
Visa Status:	UAE Employment Visa
Driving:	Valid UAE (Manual) and Indian driving license
Marital Status:	Single
Languages:	English, Hindi,

## DRIVING LICENSE

License No:	4428036
Place of Issue:	Dubai
License Type:	Heavy Truck Driver (No-4)
Date of Issue:	05-02-2023
Date of Expiry:	05-02-2025

*References available on request.*

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