

MOHAMMAD SHAMSHER KHAN

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SUMMARY

Versatile and dependable transportation professional with over 5 years of experience in passenger transport and airport logistics. Demonstrated expertise in providing safe, timely, and customer-focused services, including private taxi driving in Bihar, India and baggage handling at major airports. Adept at operating ground support equipment, ensuring compliance with safety protocols, and delivering exceptional service in dynamic environments.

PROFESSIONAL EXPERIENCE

Airport March-2023 - Currently

- Enhanced Passenger Experience: Assisted an average of 250 passengers daily with check-in, boarding, and baggage inquiries, achieving a 95% customer satisfaction rate. Operational
- Efficiency: Streamlined boarding processes by implementing color-coded ticket stubs, reducing wait times by 20% during peak hours. Issue Resolution: Addressed and resolved over 100 customer
- complaints monthly, maintaining a resolution satisfaction rate of 98%.

BAGGAGE LOADER

Oct -2023 - Nov - 2025

- Efficiently loaded and unloaded over 1,000 pieces of passenger baggage and cargo per shift, ensuring timely aircraft departures. Operated ground handling equipment such as tags and
- conveyor belts, adhering to safety protocols to prevent damage and delays. Collaborated with team members to sort and transfer luggage to correct flights, maintaining accurate tracking
- and minimizing misrouted baggage.

DRIVER

Feb- 2020- Aug -2023

Private Taxi Driver

Private Taxi Driver in Bihar, India. 2020-2023

- Safely transported an average of 150 passengers per week to various destinations, ensuring timely arrivals and adherence to all traffic regulations. Provided exceptional customer service by assisting
- passengers with luggage, offering local information, and maintaining a clean and comfortable vehicle environment. Utilized GPS navigation systems to optimize routes, reducing travel time and
- fuel consumption, while maintaining a high level of passenger satisfaction.

SKILLS

- Vehicle maintenance
- Route planning and GPS navigation
- Vehicle operations
- Clean driving record and DOT standards
- Computer literater
- Safety regulations
- Passenger endorsement
- Excellent time management
- Problem-solving and decision-making

EDUCATION

Veer Kunwar Singh university

June - 2007 - June - 2009

Arrah, Bihar, India

Accounts

High School Diploma S.B. College Ara

Diploma in Computer Application

SIIT, Arrah, Bihar, India

PERSONAL DETAILS

Date of Birth: 11/10/1992

Nationality: India

Martial Status: Unmarried

Visa Status: Employment

Gender: Male

Religion: Islam

LANGUAGE

English	Fluent
Urdu	Fluent
Arabic	Fluent
Hindi	Fluent
Punjabi	Fluent

DRIVING LICENCE DETAILS

- **Light Vehicle License # 1302140**
- **Date of Issue: 26-Mar-25 Date of**
- **Expiry: 25-Mar-27**
- **Place of Issue: Abu Dhabi**

REFERENCE

Available Upon Request