



MOHAMMED RIJAAZ

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PROFESSIONAL SUMMARY

Dynamic and customer-focused ground staff and customer service professional with hands-on experience in airport operations, passenger assistance, and ground handling services. Skilled in delivering exceptional customer support, ensuring smooth passenger processing, and maintaining safety and regulatory compliance. Proven ability to facilitate check-in, boarding, and baggage handling processes efficiently. Committed to enhancing customer satisfaction through proactive communication and problem resolution while adhering to aviation standards.

WORK EXPERIENCE

Trainee – Airport Operations and Ground Handling 2024
Cochin International Airport Limited (CIAL) | Cochin, Kerala, India

- Assisted in daily airport operations to ensure smooth functions, focusing on ground handling, cargo, and passenger services.
- Supported baggage handling, cargo operations, and ensured compliance with safety and regulatory standards.
- Participated in check-in, boarding assistance, and customer support, enhancing passenger experience.
- Collaborated with senior staff to enforce airport security protocols, including screening and compliance with aviation regulations
- Assisted with ground support equipment operation and maintained accurate documentation related to passenger services.
- Coordinated with senior staff to enforce airport safety protocols and enhance the passenger experience

EDUCATION

Diploma in Logistics & Supply Chain Management | Skyford Aviation Institute, Calicut, Kerala, India 2024
BBA | Sreenarayana Guru University - Ongoing (Distance Learning)
Higher Secondary Education | Kerala Board of Higher Secondary Examination

CERTIFICATIONS & TRAINING

- IATA Cargo Supply Chain & Transport Modes
- Diploma in Airport Management
- Diploma in Cargo Introductory

CORE COMPETENCIES & TECHNICAL SKILLS

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| • Airport Operations Management | • IATA Cargo Handling |
| • Ramp Operations and Ground Handling | • Inventory Management Systems |
| • Cargo and Baggage Handling | • Cargo Tracking Software |
| • Logistics Coordination | • MS Office (Word, Excel, PowerPoint) |
| • Safety and Compliance | • Transportation Management Systems (TMS) |
| • Team Coordination and Collaboration | • Airport Safety and Compliance Protocols |
| • Ground Support Equipment (GSE) Operation | • Problem-Solving and Issue Resolution |
| • Time and Task Management | • Effective Communication |
| • Customer Assistance and Service | • Adaptability and Flexibility |
| • Inventory Management and Documentation | • Resource Allocation and Optimization |

LANGUAGES

- English
- Hindi
- Malayalam

ADDITIONAL INFORMATION

- Demonstrated ability to work efficiently in fast-paced environments, ensuring smooth cargo operations and minimizing delays.
- Proven track record of maintaining high standards of safety and compliance during cargo handling and ground operations.
- Strong interpersonal and communication skills, fostering effective collaboration with team members and senior staff.
- Dedicated to continuous learning and professional development, with a commitment to staying updated on industry best practices and regulations.