

# Ammar Attiq

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## Professional Summary

Customer-focused aviation and accounting professional with a B.S. in Aviation Management and proven experience in passenger services, airport operations, sales, and financial accounting. Skilled in check-in, boarding, customer care, and sales accounting functions. Adept at handling VIP/special-needs assistance, reconciliations, reporting, and compliance. Seeking to leverage cross-functional expertise in Bahrain's aviation, logistics, or hospitality sectors.

## Key Skills

- Passenger & Customer Service
- Airport & Ground Handling Operations
- Ticketing & Reservations
- Visa Checks & Documentation
- VIP & Special Needs Assistance
- Complaint Handling & Conflict Resolution
- Flight Watch & Supervision
- Microsoft Office & DCS Systems
- Sales Accounting & Reconciliation
- Team Leadership & Staff Training
- Strong Communication & Self-Motivation

## Work Experience

### Sales Accountant | Behari General Trading W.L.L – Manama

Jun 2025 – Sep 2025

- Managed sales accounting functions including invoicing, reconciliations, and payment tracking.
- Prepared monthly financial reports and maintained accurate customer and vendor records.
- Coordinated with sales teams to align financial documentation with operational activities.
- Ensured compliance with Bahrain's VAT and financial regulations.

### Customer Service Representative | Menzies-RAS – Lahore

Nov 2023 – Jun 2025

- Processed 200+ passengers per shift, handling check-in, reservations, and baggage with accuracy and professionalism.
- Assisted VIPs and special-needs travelers, ensuring safety, comfort, and personalized service.
- Coordinated boarding, transfers, and luggage operations with cross-functional teams to ensure timely departures.
- Improved passenger satisfaction scores by streamlining customer support processes.

### Student Intern | Pakistan Civil Aviation Authority – Lahore

Jun 2022 – Aug 2022

- Rotated across vigilance, HR, and pre-flight operations departments.
- Gained insight into compliance, airport administration, and safety procedures.
- Assisted in operational tasks and learned about airport security and passenger flow management.

## Education

**B.S. Aviation Management** | Superior University Lahore (2019 – 2023)

**Intermediate** | Punjab Group of Colleges (2016 – 2019)

## **Certificates**

UK Risk and Harm from Transit Visa, Training – British High Commission Islamabad (Jan 2025)