



MOHAMMED ABZAN

Administration & Customer Service Professional |
Cargo Operations | Environmental & Sustainability Coordination

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🚗 UAE Driving Licence

PROFESSIONAL SUMMARY

Administration and customer service professional with over two years of experience at dnata (Emirates Group), Dubai International Airport, across cargo operations, document control, sustainability coordination, and customer support. Comfortable maintaining compliance-grade records, resolving enquiries from airlines and freight forwarders, and keeping cross-departmental operations running smoothly in a fast-paced airport environment. Holds a Bachelor's degree in Business Management, with additional hands-on skills in Power BI and AI prompt engineering gained through the Dubai Future Foundation's One Million Prompts program.

EDUCATION

Bachelor of Commerce (B.Com)
Business Management
Mangalore University, India
2021 - 2024

SKILLS

- Customer Service
- Document Archiving & Control
- Administrative Support
- Sustainability Coordination
- Cargo Operations
- Data Entry & Reporting
- Microsoft 365 (Word, Excel, PowerPoint, Outlook)
- Power BI
- AI Prompt Engineering
- Cross-Departmental Coordination

CERTIFICATIONS

- One Million Prompts — AI Prompt Engineering, Dubai Future Foundation / DCAI
- Emirates Aviation Dangerous Goods Handling — dnata (Emirates Group)
- Cargo Product Knowledge & Documentation — dnata (Emirates Group)
- Fundamentals of Cargo Operations (Export) — dnata (Emirates Group)
- dnata Customer Service — dnata (Emirates Group)

SOFTWARE

- Microsoft 365 — Word, Excel, PowerPoint, Outlook
- Power BI, One Cargo, Calogi

WORK EXPERIENCE

Administrative Assistant

dnata (Emirates Group) — Dubai International Airport
2025 - Present

- Manage document archiving for cargo and operational records, keeping filing systems organised and audit-ready for management reviews.
- Support environmental and sustainability initiatives within the department, including record-keeping tied to sustainability reporting and compliance requirements.
- Handle customer service enquiries from airlines, freight forwarders and internal teams, resolving cases and routing requests to the right department.
- Provide day-to-day administrative support, including correspondence, scheduling and coordination between operations, warehouse and management teams.
- Maintain accurate data entry across internal systems, supporting reporting needs for supervisors and department heads.

Cargo & Customer Service Agent

dnata (Emirates Group) — Dubai International Airport
2024 - 2025

- Served as the main point of contact for international airlines, freight forwarders and multinational clients, managing import and export cargo enquiries end to end.
- Maintained compliance-grade records for AWB, Dangerous Goods, Pharmaceutical and AVI/HUM shipments in line with IATA and GCAA standards.
- Prepared billing reports, invoices and inventory trackers for management review.
- Guided customers through the Calogi digital platform, reducing repeat queries.
- Carried out ULD build-up and breakdown with close attention to load integrity, weight compliance and safety protocols.

LANGUAGES

English, Hindi, Urdu, Kannada, Tulu