

Ahmer Ansari

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PROFILE

Energetic and ambitious maritime enthusiast currently pursuing an MSc in Maritime Operations Management with a solid foundation in Nautical Science from a BSc program. Passionate about the shipping industry and eager to contribute to its growth through a dynamic and forward-thinking approach. Well-versed in maritime regulations, navigation principles, and operational strategies. Proven ability to excel in academic settings, complemented by a determined mindset to translate theoretical knowledge into real-world solutions. Seeking an opportunity to begin a promising career in the shipping sector, leveraging my educational background and a strong desire to learn and contribute.

EDUCATION

Jan 2023 – Present. | **Liverpool John Moore's University** | **Liverpool, United Kingdom.**

MSc in Maritime Operations Management.

- Core Modules included: Ship Chartering, Marine Insurance, Maritime Law, Project Management, Marine Technology, International Trade and Global Transport Systems, and Maritime Economics and Management.

Jun 2018 – May 2021. | **B. P Marine Academy** | **Mumbai, India.**

BSc in Nautical Science.

- Core subjects included: Navigation, Shipping Management, Maritime Law, Voyage Planning and Collision Prevention, Ship Operation Technology, Naval Architecture, and Environmental Science.
- Final CGPA: 8.79

EMPLOYMENT HISTORY

Dec 2021 – Nov 2022 | **Customer Assistant, Bombay Mercantile Bank** | **Mumbai, India.**

- Provided exceptional customer service, addressing clients' inquiries and concerns with professionalism and courtesy.
- Demonstrated effective communication skills by explaining complex financial concepts in a clear and understandable manner.
- Managed a diverse range of tasks simultaneously, ensuring accuracy and timeliness in processing transactions and account management.

March 2023 – Present | **Crowd Steward, Liverpool Football Club** | **Liverpool, United Kingdom.**

- Provided outstanding customer service to diverse spectators, ensuring their safety and enjoyment at Liverpool Football Club matches.
- Effectively manage large crowds, ensuring crowd control and prioritizing safety measures during matches.
- Successfully resolved conflicts with diplomacy and tact, maintaining a positive atmosphere for all attendees.

- Regularly monitored stock levels across the sales floor, ensuring that products were available for customers to purchase.
- Analysed sales data and stock movement patterns to identify fast-moving items, slow-moving items, and potential areas for improvement in replenishment processes.
- Worked closely with store management, sales teams, and other associates to coordinate the replenishment schedule and ensure a seamless shopping experience for customers.

- Monitored and tracked customer transactions, keeping them informed about the status of their transfers and providing timely updates on any transaction-related activities.
- Communicated effectively with customers, demonstrating strong interpersonal skills in understanding their concerns and conveying solutions in a clear and concise manner.
- Suggested and implemented strategies to streamline the money transfer process, resulting in increased efficiency and customer satisfaction.

SKILLS

Commercial Awareness:

- Follow the latest trends and developments in shipping markets and the maritime industry through different sources, including market reports and Lloyds List publications.

Communication and Negotiation Skills:

- Demonstrated strong communication and customer service skills as a crowd steward at LFC, ensuring that I adapted my communication style to suit the customers and dealt with any inquiries or complaints promptly and professionally.

IT Skills:

- Confident user of MS Office applications, including Word, Excel, PowerPoint, and Outlook.

Interest and Activities

Social media head for LJMU Chess Society. An active member of LJMU's Weightlifting team.

Reference

Christos Kontovas

Module Leader

Liverpool John Moores University

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