



Cargo Operations Executive

ARMAN BIN ABDUL MALEK

**CARGO OPERATIONS EXECUTIVE
DNATA**

24 YEARS IN AVIATION

Job description

Arman is responsible for the optimal allocation and deployment of resources to ensure smooth cargo operations at the terminal. He ensures that there is sufficient manpower and required equipment to transport cargo to and from aircraft so that service standards are met. He maintains good customer relations with airline representatives and inculcates good work habits amongst staff and peers to achieve a safe and responsible work environment.

How I got into aviation

I joined by chance. I was uncertain of what I wanted to do when I entered the workforce as a young adult.

Back in early 1988 while I was waiting for my National Service (NS) enlistment in October, I decided to occupy my time meaningfully by responding to a job vacancy advertisement from dnata (formerly CIAS).

In 1991, after completing my National Service, I re-joined the company as an Operations Assistant.

Why I love my job

The dynamic nature of the aviation industry is very unique. There are many departments and roles within Cargo Operations. As time elapsed, I was given opportunities to be exposed to different areas such as operations, documentation and as an airline specialist. This enabled me to progress to become a Coordinator, Supervisor and Senior Supervisor.

Currently, I am a perishables product specialist, in charge of leading a team for our new perishable handling centre, Coolchain.

All in all, my job is very fulfilling, and never boring. Sometimes, I have the opportunity to travel abroad to promote Coolchain. These are great experiences and I feel truly supported in my role.

A day at work

Together with the rest of the team on roster for that day, we discuss the workload, highlighting any key areas to focus on. I then tour Coolchain to check that the cooling systems are maintaining the correct temperatures and that housekeeping is of a high standard.

For the rest of the day, I could be planning the Coolchain roster, to include Annual Leave and training. As a specialised role, it is important that the Coolchain team is highly trained, and we are always looking at ways to increase the skills base. I might also be meeting my colleagues in the main import/export operations as we look at ways to improve our interaction.

Customer service is very important to us, and as a team, we work very hard to attain and maintain high standards. I interact with the agents collecting and delivering perishable cargo and discuss any feedback they might have, to ensure they are happy with the service we are providing. I also contact our airline customers to ensure there are no issues that need to be addressed. Our airline customers see Coolchain as a great selling point for them in seeking new businesses and we often host visits from potential customers to showcase our perishable handling capabilities.

Personal qualities needed

You need to possess good communication skills and problem-solving skills. You also need to be customer-oriented and provide excellent levels of service.

Entry requirements

To join dnata as a Cargo Agent, you should have minimum GCE 'N'/'O' Level qualifications. Depending on your performance, you could progress to become a Cargo Operations Executive.

Experience in logistics and warehousing is an advantage when joining dnata as a Cargo Agent.

Possible career progression



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