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JOSIANE GHAZZI NASSIF

Date of birth: 12 February 1980.

Sex: female.

Social status: married.

Nationality: Lebanese.

Address: Zouk mikheal, boustan street, azzi building 4th floor.

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EDUCATION:

- 1- Master of Science of Education from [USEK : Holy Spirit University of Kaslik](#) :(université SAINT ESPRIT DE KASLIK) Specialization
Subjects: **Education** from 1998-2002
- 2- First of my promotion.

PROFESSIONAL EXPERIENCE (CHRONOLOGICALLY)

- **OMAN AIR: SUPERVISOR CUSTOMER SERVICE, BEIRUT
RAFIC HARIRI INTERNATIONAL AIRPORT FROM
01MAY08 TILL DATE.**

DUTIES & RESPONSABILITIES:

- Provide passengers with the required assistance willingly during the time of their departure/arrival/transfer.
- Ensure that all passengers are guided and assisted at all areas.
- Work along with the supervisor to reduce delays.
- Team work and cooperation.
- Ensure smooth and quick transfer for all passengers.
- Assist deportees with required immigration procedures to locate the missing passengers at the departure gate.
- Control acceptance of wait listed passengers and assist whenever possible.
- Assist crew when required.
- Assist special passengers-elderly/blind/wheelchair/um.
- Assist and inform passengers during flight delays or cancellation.
- Action all telexes sent and copied to and from respective SITA address.
- To provide full assistance to passengers whose baggage are lost, damaged or missing. Ensure that transfer passengers are directed to the right place.
- Shall ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aero plane.
- Ensure that ground handling facilities and services required for the planned flights are available and adequate.
- Plan and control all airport activities.
- Regularly attend flight arrivals and departures and support airport staff in resolving operational difficulties arising from aircraft handling process.
- Ticketing and reservation.
- Ensure all passengers are handled in correct manner and provide personalized service to high yield passenger as well as for any special service required for economy class passengers.
- Implement action plan for delayed flight and accomplish all the necessary steps in accordance with the laid-down procedure and ensure maximum attention and care provided to all passengers.

- Supervise lounge service, ensure of cleanliness adequate magazines, newspapers and refreshments.
- Adapt instructive guidelines for oversold flight on shift basis in line with the action plan – over-sale, brief of all staff under his direction and coordination with GHA for implementation.
- Ensure delayed, denied boarding and STPC passengers are provided with acceptable standard accommodation.
- Ensure all laid down procedures/regulations/standards affecting passenger, ramp, baggage, cargo weight and balance are maintained.
- Ensure major potential problem areas are identified and action taken to rectify.
- Liaise with Catering/Engineering in all areas affecting Passenger Services.
- Safeguard Oman Air's marketing interests at all times.
- Ensure timely delivery of arrival baggage in the baggage reclaim area. Report any shortcomings to GHA management.
- Ensure a high standard of safety and security for staff, passengers, baggage, cargo, mail, aircraft and company property.
- Ensure safeguard of flight revenue documents and prompt dispatch to head office as per the laid-down procedure.
- Report all discrepancies and deviations in the Flight Handling Report (FHR) and make ASM aware of corrective action taken along with recommendation to prevent recurrence.
- Ensure that company regulations are followed with regard to lost/found/damage baggage and that the time factor in this connection is not exceeded.
- Ensure that all WY passengers are guided and assisted at all area.
- Work along with the ASM to reduce delays.
- Team work and cooperation with colleagues for efficient and smooth operation on the assigned shift.
- Ensure smooth and quick transfer/transit for all passengers from/to WY flights.
- Assist deportees with required immigration procedures.
- To locate the missing passenger at the departure gate.

- Control acceptance of wait listed passengers and assist whenever possible.
 - Assist WY crew when required.
 - Assist special passengers (Elderly, blind, wheelchair etc...)
 - Assist and inform passengers during flight delays or cancellation.
 - Assist passenger at arrival and inform ASM in case of any irregularity.
 - Ensure that filing is being done before leaving the shift.
 - Control the calls made and reduce cost.
 - Action all telexes sent and e-mails.
 - Ensure that company mail and OCS mail bags are being collected and delivered on arrival/departure.
 - Ensure that mail care of SFS is being handed over and signed.
 - Ensure that flight well prepared before opening counters.
 - Ensure that all families booked are seated together.
 - Ensure that infant passengers are taking the basinet.
 - Ensure that sending the calculated estimated zero fuel weight is sent on time without any fail.
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- Ensure that all documents care of flight are prepared to avoid any flight delays.
 - Ensure of passing the required information for the crew in time to enable them carry their duties before boarding of passengers.
 - Ensure to coordinate with ASM in case of you being needed for work requirement.
 - To provide right information on flight delays and cancellations to ASM.
 - To provide full assistance to passengers whose baggage are lost, damaged or missing.
 - Maintain full record of deportees.
 - Ensure that transfer passengers are directed to the right place.
 - Ensure proper documentation checks are carried out at departures prior to acceptance such as medical certificate/UM form etc...
 - Ensure that all Oman Air assets and staff are always on safe.
 - Ensure that all valuable WY documents are on safe keeping.
 - Control and monitoring excess baggage at counter and issuing excess baggage coupons.
 - Ensure that all reservation issue is solved at counter and at airport office and sold tickets for passengers.

- Ensure that flight plan is filed at our General directorate of civil aviation (DGCA) Lebanon.
 - Ensure that flight plan is extended in case of any flight delays.
 - Ensure to check all passenger documents in case not having the proper documents.
 - Ensure to check the cargo accepted on the flight.
 - Ensure to check the equipments which was touching the aircraft skin and taking their registration numbers (BELTS, BRIDGE, PUSHBACK, CATERING, HIGH LOADER etc...).
 - Ensure that flight catering is done within ground time of the flight.
 - Ensure to check when cabin cleaning are still on board and to avoid release them before SFS checking and signed.
 - Ensure to take clearance from flight engineer when refueling is completed.
 - Monitoring ramp area.
 - Ensure that our GHA counter staff is briefed before starting check-in.
 - Ensure that all passengers are satisfied before leaving counters.
 - Ensure that all passengers are informed about flight position.
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- Ensure that final of the flight is made on the time of closing counters.
 - Ensure to passing right figures to the dispatcher for generating load sheet.
 - Ensure that accepted baggage are tallied with the BRS system and smoothly transferred to flight bay.
 - Ensure that loading instruction is signed with correct figures and loading position of cargo and baggage.
 - Ensure to check if final passenger sheet are handed over to flight SFS and captain.
 - Ensure that load sheet is signed by operating captain.
 - Ensure that NOTOC is signed by operating captain.
 - Ensure to close the flight when aircraft are pushed back.
 - Ensure to PDC the flight when flight is airborne.
 - Ensure to send daily reports (Revenue, cargo, EB, etc...) to the concerned after flight departure.
 - Ensure to fill Pax Plus system after flight departure.
 - Resolving cargo issue on cargo wings system.
 - Ensure that flight movement is passed to right address.
 - Ensure that flight documents are filed correctly.

- Ensure that INAD/DEPORTEE is escorted.
- Controlling OTP for the flight.
- Reducing ground time when flight arrives with delays.
- Handling passengers complains by following company rules with coordination with ASM.
- Monitoring staff duty as per roaster made by ASM.
- Dealing with local catering for passengers of any flight delays.
- Checking all kind of bills (DGCA, Catering, ground handling etc....).
- Ensure to prepare and send all monthly reports on time without any fail.

Department : Check In/Boarding, Baggage STPC-Airport, Ramp Services, Hub Control ,Ground handling, gate, arrival, office work...

- **MIDDLE EAST AIRLINES GROUND HANDLING (MEAG):**Signer Officer at check-in counters, from 27FEB04 to 24APR08.

Job description:

-Responsible for flight management, and preflight editing on the DCS, responsible for flight check in, brief assigned staff on the flight situation, as per carrier's requirements, and new instructions. Ensure staff available on time as per SLA. Ensure serviceability of equipment and availability of required stationary, ensure that flight is displayed on DCS and FIDS, participates in the check in formalities, ensure that no baggage was left behind counters, finalize and closes the flight on time, and proceed to departure gate to control boarding and on time departure...

- **PARTICIPATE in the assessment of civics education textbooks provided by CERD (UNESCO) for grades 1 and 3 FROM 2002- 2003**

PROFESSIONAL TRAINING:

Oman Air:

- OMAN AIR: Advanced Airport Service Training 05Jul09 to 09Jul09.

- OMAN AIR: SABRE agent interact reservation 31Jan10 to 04Feb10.
- OMAN AIR: Communication Skills Course 29Nov10.
- OMAN AIR: Striving for excellence course 30Nov10.
- OMAN AIR: Report writing course 01 & 02Dec10.
- OMAN AIR: Aviation Security awareness 07Jan11.
- OMAN AIR: Customer service experience from 05Apr13 to 08Apr13.
- OMAN AIR: Emergency response plan on Mar15.
- OMAN AIR: Airside safety from 14Dec15 to 15Dec15.
- OMAN AIR: Safety management system on 16Dec15.
- OMAN AIR: Fire awareness on 16Dec15.
- OMAN AIR: Human factors on 17Dec15.
- OMAN AIR: Dangerous goods regulations from 16Dec15 to 17Dec15.

MEAG:

- MEA: Basic passenger services from 15Apr04 to 19Apr04.
- MEA: Dangerous goods familiarization from 10Apr to 15Apr04.
- MEA: DCS-check in from 19Apr 04 to 23Apr 04.
- MEA: Customer service from 24Apr 04 to 29Apr 04.
- M.E.A.G: Fraud training Mar 05.
- MEA: Basic aviation security C course from 22May06 to 23May06.
- MEA: D.G for passenger services Saudi Arabian airlines from 26Apr06 to 26Apr06.
- MEAG: Customer service skills ticketing & check-in agents (Danata) from 12Apr06
To18Apr06.

- MEA: Advanced passenger services from 17Jul06 to 23Jul 06.
- MEAG: DCS passenger control Aug06.
- MEA: Safety management systems Oct06.
- MEAG: Malaysia airlines SDCS, passenger services system PSS APR07.
- MEAG: DCS check-in gulf air Sep07.
- MEAG: Flight control supervisor user guide royal Jordanian airlines Sep07.
- MEAG: DCS check-in (RTB) Qatar airways Oct07.
- MEAG: D.G for passenger services Saudi Arabian airlines 21Apr07.
- MEA: D.G familiarization training Jan08.
- MEAG: Malaysia airlines e-ticketing, royal Jordanian e-ticketing Feb08.
- MEAG: Check-in passenger handling basic Malaysia airlines Feb08.
- British embassy: Forgery awareness training 07 Mar07.

Language Skills: Arabic, English, French.

Skills:

- Team work, Leadership, Interpersonal Skills(Listener, adviser, counselor), Customer orientation, Oral communication , Foreign Language, Self-awareness/confidence, Self-promotion skills, Initiative and pro-activity, Networking skills, Willing to learn, Action planning, Problem-solving, IT/computer literacy, Flexibility, Business Acumen, Team work, Decision making, Working on your own initiative, Customer service & customer

care skills , organization, professionalism, Interpersonal ability...

Appreciations:

- ROYAL JORDANIAN on 05 Dec 06.
- ROYAL JORDANIAN on 23 May 07.

DECLARATION:

I, Josiane Nassif hereby declare that the information given is correct to the best of my knowledge and belief.