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Mohamed Youssef El Zein

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|  | | **Work Experience**  **Jan 2017 to Date**  **SAFRAT travel & tourism Tyre, Lebanon Branch Manager**  **Have completed following job functions**  Promoting and marketing the business.  Dealing with customer queries and complaints. Issuing tickets, changing dates using SABRE system.  Providing advice about visas or passports.  Managing budgets in addition to expenses and petty cash flow.    Maintaining statistical and financial records.  Planning monthly and seasonal deals with different suppliers.    Selling holidays and insurance. Take charge of monitoring sales and evaluate progress.  Meeting profit sales targets and daily, weekly and monthly basis.  Preparing promotional materials and displays.  **Jun 2010 to Dec 2016**   |  |  |  | | --- | --- | --- | | **Emirates Baggage & Ramp services** | **Dubai International Airport** | **Airport Services Officer** |   **Have completed following job functions:**  Support, coach, develop and motivate all team members and peers to build morale and ensure excellent discipline and grooming standards.  Support Supervisors in the achievement of their accountabilities. Conduct briefing and debriefings before and after the operation peaks, to set targets and review their achievements.  Motivate and encourage Supervisors and frontline staff to come up with bright ideas and appreciating them when ideas have been implemented by management.  Conduct Spot reviews for team members in accordance with corporate standards.  Establish development plans for Supervisors and ensure they set one for front line staff.  Conduct audits on baggage claims to ensure that passenger claims are settled as per Emirates Policy.  Enforces the Industry regulations on baggage handling as per IATA & Airlines requirements.  Monitor, control & regulate the Baggage Stores to ensure that efficient storage procedures are followed and there is maximum utilization of both storage space & manpower.  Monitor existing Baggage Services procedures, prepare monthly statistics, identify trends and make recommendations to Management.  Work closely with Check-in officer to plan dedicated counters for our concierge porters during the peak.  Have recently given a suggestion to management to draw a bag dimension near the wrapping machine. This will assess the rate we should charge customer per baggage wrapping and increase revenue.  Took initiative to organize sport and cultural events outside work area for all staff in Baggage services, to increase the staff morale.  **Ramp Services Officer**  Have achieved following tasks:  Plan and control the real time deployment of EK Ramp Supervisors and the Senior Ramp staff.  Frequent contact with Line and Duty Managers and HCC, to provide specific information on aircraft involved in any operational disruptions.  Accountable for resolving delay allocation problems through close liaison with aircraft dispatchers and senior representatives of all departments involved.  Review, analyse the flights handled on shift with respect to critical flights, VIP movements, Handling constraints**.**  Conduct regular audits and provide feedback to the Management.  Identify potential shortfalls and takes corrective measures directly with service provider counterparts and suggests recommendations to Baggage Services Manager.  Take full control in directing the various Baggage Handling activities during unplanned contingencies / disruptions, such as, `Flight Delays, cancellations of flights, Baggage Handling System failures, Departure Control System failure, misconnections, and adverse weather.  **Apr 2007 to Jun 2010**   |  |  |  | | --- | --- | --- | | **Emirates Baggage & Ramp services** | **Dubai International Airport** | **Supervisor airport services** |   **Have completed below tasks:**  Co-ordinate operational activities between different departments; EK and DN Baggage  Services/DN Ramp Handling to ensure service delivery standards are met.  Staff resources planning to meet peak demands. Measure performance of the staff by recording their performance, weaknesses and achievements.  Identify system/operational/performance lapses in the service process and worked towards product improvement in order to maintain quality service.  Act as Emirates Airline Ramp Representative on a shift basis interacting with all concerned  Departments to meet the specific requirements.  Monitor the baggage make-up units at QTU/Departure halls with the aim of coordinating and ensuring efficient running of operations.  Work closely with Hub Control Centre/Transfer Desk/Gates in cases of disruptions/re-routings in order to ensure that the bags travel on the same flight along with the passengers.  Been part of audit teams at aircraft stands to ensure proper equipment and manpower are provided by Dnata.  Provide operational management (MAS/ASM) with reports of any/all irregularities faced during the  Shift.  Support staff in the achievement of their accountabilities by ensuring that they are fully briefed/ debriefed in relation to their provision of superior customer service.  Display excellent motivational leadership, delegation and mentoring in-order to facilitate customer satisfaction.  Conduct Performance Matters Scheme reviews on time and prepared development plans for frontline staff.  **DEC 2004 - Apr 2007**   |  |  |  | | --- | --- | --- | | **Emirates Baggage Services** | **Dubai International Airport** | **Senior Airport services agent** |   **Efficiently handling jobs related to**  Monitor functions related to handling of Emirates mishandled baggage confidently and with  High level of service.  Control and pay interim relief payments as per EK baggage compensation policy.  Handling of claims on daily basis for Lost and damage baggage as per EK rules and regulations.  Coordinate with Airport Police Lost n found on daily basis with regards to queries for lost items.  Communicate and coordinate with outstations with regards to tracing and recovery of delayed baggage.  Coordinate with Customer Affairs on daily basis concerning day to day problems and complaints  pertaining to the mishandled baggage.  Handle all the operational matters including the petty cash float on day to day basis.  Efficiently handling the baggage Tracing System in World Tracer to ensure lost baggage tracing is conducted.    **May 2003 – DEC 2004**   |  |  |  | | --- | --- | --- | | **Emirates Baggage Services** | **Dubai International Airport** | **Airport services agent** |   **Have worked in following areas:**  Raising missing claim reports for customers with mishandled baggage, and handling all related interim relief payments.  Raising damage claim reports for customer with damaged bags, and transferring files to concerned department.  Meeting customers on arrival carousels and guiding them accordingly.  Providing excellent customer services to Emirates passengers, in a professional manner. Been awarded for my excellent customer service.  Gave suggestions to audit EK baggage delivery timings against GHA reports, to ensure baggage are delivered within agreed SLA timings.  Worked at Boarding gates and Check-in area on overtime regularly, and learned all related functions.  **FEB 2001 – APR 2003**  Middle East airlines Beirut International Airport Passenger Services Agent  **Efficiently worked in following work areas**  Meet and Assist passengers in Arrivals with regards to missing baggage.  Raise reports for missing and damaged bag and do the follow up of files.  Tracing and forwarding missing baggage to its owners, in addition to call center handling.  Have SITA and Beeline messages knowledge.  Worked as acting supervisor when required by the management due to operational reasons.  Have also worked at boarding gates and check-in counter for 4 months (Feb2001-Jun2001).  **Further Education / Training**   |  | | --- | | Have successfully completed training courses in following computer applications  MS Windows  MS Office Applications (Word / Excel / PowerPoint)  MS – Dos  **Have completed various training programs with Emirates Aviation College.**  **Leadership Foundation Program**  **Weight & Balance course**  **Fundamentals of Load Control**  **Handling difficult people**  **Coaching & providing feedback**  In addition to other forty airport operational training and courses. |   **Have wild knowledge of different airport handling systems: MACS, DMACS, BRS, SABRE.**  **Languages**  Arabic, French and English. Able to communicate in URDU.  Holding IELTS and TEF certificates.  **Education**   |  | | --- | | BBA – Human Resources (CUCA – In progress)  Ground Handling Diploma – ECU (Dubai Campus)  Second Year in Telecommunications (Hawaii University – Beirut).  High school graduate - Scientific (Beirut High school – Beirut) | |
| **🗎 Personal Details** | |
| Name: | Mohamed |
| Father’s Name :  Family name: | Youssef  El Zein |
| Sex: | Male |
| Nationality: | Lebanese |
| Religion : | Muslim |
| Marital Status: | Married |
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