

Abdullah A. Bahatem

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Job Objective

Seeking a challenging position in a multinational organisation, where I can utilise my professional skills and get a chance to learn and gain further experience to strengthen my future.

Work Experience

Al-Qahtani Aviation " Saudi Gulf Airlines " **From February 2017 to March 2020**

Working as a **Ramp Officer**, monitoring all the handling services under the aircraft and preparing daily reports of each flight.

Helping the check Inn team to handling the passengers.

National Aviation Ground Support **From August 2014 – January 2017**

Working as a **Flight Coordinator / Aircraft Mechanic**

*Responsible for communication with all operating carriers, maintaining flight schedules and submitting flight reports.

*After aircraft arrived, doing headset, walk around and report the engineer in charge if there is any damage in the aircraft.

Elaf Travel & Tourism Company (Aviation Division) **From June 2009 to July 2012**

Worked as **Reservation Supervisor** for **Garuda Indonesia (GSA)** from March 2011 till July 2012, responsible for directly supervise and coordinate the activities of clerical and administrative support workers, make the duty roster and daily & monthly sales reports.

Worked as **Assistant Airport Manager** for **Bahrain Air** from June 2009 till December 2010, responsible of ensure the safe and efficient operation of the airport on a daily basis. This includes supporting staff and making sure that all staff is able to provide polite, prompt and correct information to travelers, know airport policies and procedures and that passengers, luggage and freight are move through the airport in a logical and timely manner. Scheduling the appropriate number of staff, ensuring that all ticketing and security systems are in excellent working condition and troubleshooting any problems are all part of the airport managers job

Sama Airlines - Jeddah KSA
From March 2007 till June 2009

Worked as **Sales and Customer services Agent** responsible of problem solve on site issues which impact on business customer experience and Assist Business customers during flight irregularities, coordinating communication with affected passengers to ensure passenger experience remains positive.

SAMACO Group - Jeddah
From May 2006 till December 2006

Worked as **Sales Coordinator** at AUDI Car Showroom responsible of coordinate to move the vehicles from the seaport to the store and showroom and finalize the document from the custom and Chamber of Commerce if necessary .

Education

Diploma in Air Transportation Services, from King Abdulaziz University - Jeddah in 2003

Professional Qualification

- ❖ Certificate of attendance for the course of **Service Concepts**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Personal Skills**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Basic Selling Skills**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Aviation Geography**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Positive Interaction with others**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Passengers Services**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **AlFursan Program**, from Saudi Arabian Airlines - Jeddah
- ❖ Certificate of attendance for the course of **Telephone Sales Techniques**, from Saudi Arabian Airlines - Jeddah
- ❖ **Communication Procedure Training** Course , from National Aviation Ground Support - Jeddah
- ❖ **Dangerous Goods Regulations (CAT 8)** , from NOW Company for Training & Education - Dammam
- ❖ **Dangerous Good Awareness**, from Saudi Gulf Airlines
- ❖ **Emergency Response Programs** , from Saudi Gulf Airlines
- ❖ **Safety Management System Awareness (SMS)** , from Saudi Gulf Airlines
- ❖ **Human Factors** , from Saudi Gulf Airlines
- ❖ **Aviation Security** , from Saudi Gulf Airlines
- ❖ **Airside Safety Awareness** , from Saudi Gulf Airlines
- ❖ **Aviation Security Awareness** , from Saudi Gulf Airlines
- ❖ **Head Set and Marshaling Program** , from Saudi Gulf Airlines
- ❖ **Saber Sonic Check In** , from Saudi Gulf Airlines

Personal Achievements:

- ❖ **Thanks and Appreciation Letter**, from ELAF Travel & Tours – Hajj & Umrah Division.
- ❖ **Thanks and Appreciation Letter**, from Jeddah and Medinah Station Manager of Saudi Gulf Airlines.
- ❖ **Participated in organizing the Fifth youth forum**, from Makkah Region.

Languages

Arabic: Speaking, Reading and Writing

English: Speaking, Reading and Writing

Personal Data

Date of Birth: August 14, 1984

Nationality: Saudi

Social Status: Single

Hobbies: Traveling and Reading

Sports: Soccer

References

Available upon request