



Ahmed Shahata

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Ahmadian, albaraka ,hamza alzayat street, medina , Saudi
Arabia 6735

EDUCATION

06/2015

Taibah University | *almadina*
Diploma of Higher Education:
Chemical laboratories

LANGUAGES

Arabic: Native language

English: C1

Advanced

SKILLS

- Decision-making
- Cleanliness and sanitation
- Ramp service
- Inventory control
- Clear communication
- Positive attitude
- Pre-flight briefings
- Company policies
- Infant AED and CPR
- Emergency response
- Hospitality service expertise
- Schedule management
- Interpersonal communications
- Company policy adherence
- Sales techniques
- Emergency care
- Customer service
- Airline operations
- Relationship management
- Public speaking
- Crew coordination
- Hospitality
- Flight regulations

CERTIFICATIONS

- Introduction into project

PROFESSIONAL SUMMARY

Seeking an entry-level job to further develop and expand professional knowledge, skills and qualifications. Customer-driven Flight Attendant with dynamic safety and service skills. Highly effective in diffusing volatile passenger situations. Known for maintaining exceptional customer service and offering outstanding kindness to.

WORK HISTORY

09/2018 - Current

flynas | Riyadh, Riyadh Region
Senior Cabin Crew Member

- Flight attendant (caben crew) flynas 10.09.2018 - Jeddah and Riyadh base.
- Clearly explained and demonstrated safety and emergency procedures to passengers prior to takeoff.
- Facilitated communications between flight deck and cabin crew prior to and during flights, promoting smooth operations.

09/2016 - 08/2018

Saudi Grand Services | Al Madinah, madina
Passenger Service Agent

- Managed team member schedules and work assignments.
- Oversaw ticketing, gate and ramp services.
- Tagged baggage and routed to an appropriate location for loading and screening.
- Monitored security and maintained operational protocols.
- Checked in luggage and confirmed all carry-on items met federal guidelines.

03/2016 - 10/2016

alahmadi hospital | Al Madinah, almadina

Assistant Director of Patient Relations and duty manager

- Experience feedback, identifying areas for improvement to grow company performance.
- Updated [System] with accurate, efficient data, maintaining well-informed teams.

management

professional(pmp).

- Project integration management .
- Project scope management .
- Project schedule management.
- Project cost management .
- Project communication management .
- project procurement management .
- Project quality management .
- Project management professional.
- Executive assistant series-communicate effectively.
- Labor education according to Saudi labor law .
- Cardiopulmonary resuscitation.
- Health Director Skills .
- Demonstration Criteria to obtain the ISO certificate .
- Nero linguistic programming .
- Selection and recruitment .
- Communication skills & dealing with others .
- Administrative organization in health institutions .
- Public relation in hospitals .
- Insurance services .
- Human resources management .
- Principles and foundation of public relations .
- Customers service .
- E-Marketing .
- First Aid .
- Risk and Crisis Management .
- Persuasion and influence skills .
- Marketing Planning .
- Methods of dealing with teenagers .
- Microsoft PowerPoint .
- Microsoft Word word .
- Microsoft Excel .
- Prophet communication skills AS(best organizer).
- Leadership and administrative organizations.

12/2015 - 03/2016

aldar hospital | almadina, almadina

Duty Manager Patient Relations Officer

- Experience feedback, identifying areas for improvement to grow company performance.
- Updated [System] with accurate, efficient data, maintaining well-informed teams.

07/2015 - 11/2015

bita clinic | almadina, almadina

Director of Human Resources and marketing manager

- Identify HR-related organisational risk, preventing in non-compliance losses.Used counselling and coaching techniques to resolve complex employee relations issues.

05/2015 - 08/2015

Foundation Mazen Al Harbi, Al Madinah | almadina, almadina

Public Relations officer

05/2015 - 07/2015

Millennium al Aqiq hotel | almadina, almadina

Receptionist

- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation.

06/2014 - 01/2015

IHG crown plaza hotel | almadina, almadina

Shift Leader Reception

- Oversaw inventory activities, including materials monitoring, ordering or requisition and supply stocking or re-stocking.
- Aggregated and prepared documentation and reports for office meetings, distribution and filing.
- Resolved customer problems and complaints.

11/2013 - 06/2014

Foundation Hashim Abdul aheadKhan, Al Madinah

Public Relation officer

04/2013 - 11/2013

Anwar Al Madinah MÖVENPiCK Hotel | almadina, almadina

Receptionist

- Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation.
- Collected payments from clients and updated account balances.

10/2010 - 03/2013

Saudi German hospital | jeddah, jeddah

Patient Relations & Reception

- Collected and logged client experience feedback, identifying areas for improvement to grow company performance.

- Improved standards by evaluating and developing processes through

CERTIFICATIONS

BASIC COURSES

- Communication skills and business 24h(17-10-2015)
- Microsoft PowerPoint .24H(02-04-2015)
- Microsoft Word word .24h(11-08-2015)
- Microsoft Excel .24h(22-11-2015)
- Advanced basics in English language. 24h(28-06-2015)
- Prophet communication skills AS(best organizer).20H
- communication management (21-06-2022)
- people management (07-06-2022)
- knowledge management and discovery (25-05-2022)
- professional etiquett (22-06-2022)

PROGECTS AND MANAGENENT CORSES

- Introduction into project management professional(pmp).2h (14-08-2020)
- Project integration management .3h(14-08-2020)
- Project scope management .2h (14-08-2020)
- Project schedule management.3H(14-08-2020)
- Project cost management .2H(14-08-2020)
- Project communication management .3H(14-08-2020)
- project procurement management .3H(14-08-2020)
- Project quality management .3H(13-08-2020)
- Project management professional.21H(15-08-2020)
- Executive assistant series-communicate effectively.20H(15-08-2020)
- Public relations . 24H (12-05-2015)
- Risk and Crisis Management .24H(11-09-2014)
- Standards of obtaining the ISO. 24h(26-05-2015)
- Communication in health institutions. 24h(16-10-2014)
- Leadership and administrative organizations.24h(06-11-2014)
- Hotel reception 24h(14-09-2015)

HR CORSES

- Human resources management .24h(04-08-2014)
- Selection and recruitment .24H(08-12-2014)
- Human resources management .24h(10-06-2015)
- Building training packages 24h(26-07-2015)
- Labor education according to Saudi labor law .2H (16-08-2020)

Assistant series

- Executive Assistant series - Enhance your Skills.20H (29-05-2022)
- Awareness of Cybersecurity Risks 02h(29-05-2022)
- Executive Assistant series - Practice MS office Skills 20h(29-05-2022)
- Labor education according to Saudi labor law .2H (16-08-2020)
- Professional Etiquette(11.2022)
- Process Management (11.2022)
- Influential leadership and Effective Management (11.2022)
- Leadership and Management (11.2022)