



AHMED ALHASSAN

📍 Dammam, Eastern Region 34223

☎ +966567794469

✉ ahmedalhassan506@gmail.com

WEBSITES, PORTFOLIOS, PROFILES

ahmed-alhassan-bb002a208/

PROFESSIONAL SUMMARY

Friendly and experienced employee with excellent skills and customer service capabilities. He has more than 1 year of experience in King Fahd Airport and several areas and expert in tracking and coordinating flight schedules, greeting passengers and preparing daily customer service reports. In-depth knowledge of reporting and schedule coordination.

WORK HISTORY

AIRPORT CUSTOMERS SERVICE AGENT, 01/2021 - 07/2021
King Fahd International Airport

- Responsible for working on the phone and in person to provide information about travel plans for customers.
- Use appropriate reservation/ticketing software to rebook itineraries, issue boarding passes, and calculate and collect any appropriate fees.
- Collaborate with the internal team to ensure passenger information is processed accurately and flights are sent out on time.
- Listen to passengers and resolve their issues in accordance to company policies and procedures as a result of flight interruptions in a timely and friendly manner.

SALES ADVISOR, 01/2021 - 05/2021
Riyad Bank, Al-khobar, Saudi arabia

- Highlighted product features and benefits in line with customer needs, securing high-value sales.
- Provided high levels of in Bank , promptly resolving complaints to maintain customer satisfaction.

HEAVY EQUIPMENT OPERATOR, 01/2019 - 09/2020
Saudi Feed Company

- **Operating heavy equipment such as back-hoes and bulldozers to lift, move or place equipment or materials.**
- **Inspecting, cleaning, lubricating and refilling equipment Communicating with coworkers to elucidate project specifications, as needed.**

REFRIGERATION & AIR CONDITIONING TECHNICIAN, 02/2018 - 07/2019
Zamil Air Conditioning Company, Dammam, Saudi arabia

- **Updated refrigeration systems, modifying HVAC components and refurbishing chiller plants and panels.**
- **Performing emergency repairs promptly and efficiently.**

- **Providing technical direction and on-the-job training.**

ADMINISTRATIVE EMPLOYEE, 02/2015 - 10/2017

Bin Qureia General Contracting Company, Dammam , Saudi arabia

- **Handling office tasks, filing, generating reports and presentations, setting up for meetings, and reordering supplies.**

Maximised team knowledge and productivity by effectively training, monitoring and

SKILLS

- **Airport Quality Management .**
- **Selling travel tickets .**
- **Interpersonal skills .**
- **Passenger scheduling .**
- **Computer .**

EDUCATION

Zmail Institute for Technical and Vocational Training, Dammam , Saudi Arabia

Diploma: Refrigeration and Air Conditioning

King Faisal University, Expected in 12/2021

Diploma of Higher Education: Finance, banking and insurance

ACCOMPLISHMENTS

- Supervision of a team of 12 King Fahd Airport employees
- Used Microsoft Excel to develop inventory tracking spreadsheets.

LANGUAGES

English:	C1	Arabic:	C2
Advanced		Master or proficient	