

MOHAMMED AHMED ALREFAE

OBJECTIVE:

To be associated with an organization that adheres both intellectual and interpersonal relation. Continuing to accelerate with the succession of the firm by giving the best of the intellectual knowledge gain from my educational attainment and to support for the development of the company. To gain knowledge much more on my career.

ATTENDED COURES:

- Airline Marketing Course.
- Leadership Skills.
- Product Awareness.
- Amadeus Awareness.
- Amadeus Ticketing.
- Amadeus Reservation.
- Professional Telephone Behavior.
- Delivering Excellence Workshop.
- Load Control.
- Ramp Handling.
- Security Awareness.
- Dangerous Goods.
- Passenger Handling.
- Fraud Prevention.
- Corporate Sales Excellence.
- Local Emergency Response Plan.
- Budgeting system course.
- Dangerous goods category 8.
- One world ground services procedure.
- One world staff travel.
- One world introduction course.
- One world staff travels procedures for (reservation & ticketing staff).
- One world – Q lounge course.
- One world frequent flyer program course.
- One world events course.
- Aviation security awareness 2013.
- Aviation security awareness 2014.
- Aviation security awareness 2015.
- Aviation security awareness 2016.
- Airside safety awareness.
- Safety Management System.

CAREER HISTORY

Flyadeal – Jeddah

Since Feb 2020 – Aug 2020

Project Manager Ground operation - JED

- Assist in the Management & Develop of Ground Operations projects.
- Develop the Zendesk Training.
- Develop a plan to adopt Baggage Management program in all flyadeal network.
- Developing aviation safety and security procedure in cooperation with the Safety and Security Administration.

Flyadeal – Jeddah

Since 2017 – Jul 2020

Station Manager – JED

➤ **Airline Start-up and OPS**

- Actively involved in startup process of flyadeal including handling and supervision of proving flight till we get AOC.
- Responsible for out station start-up with full set-up
- Responsible for the communication between airline and all airport authority
- Responsible for Airports operation JED-GIZ-TUU
- Responsible to ensure full safety and emergency standards procedure.
- Responsible to conduct monthly meeting with ground handling to discuss the level of services provided and ensure to implement the (SLA)
- Responsible to maintain our OTP
- Contribute and cooperate with the stander and procedure department to develop passenger's services regulation.
- Responsible with ensuring applying the station KPI
- Cooperate with the security and safety department to evaluate external station.
- Collaborate with scheduling department to get the slots approval.
- Develop a strategic plan to address the operational challenges of NEW KAIA airport.

➤ **Commercially**

- Communicate and cooperate with the commercial department to develop plans and operational policy.
- Contribute to the development of Airport sales and improve customer service.
- Responsible with supervision to airport seals office.
- Dealing with support to our revenue department to encourage our target.

➤ **HR and staff Development**

- Supporting HR to recruit and nominate staff for JED-RUH
- Responsible to provide training and basic briefing to the new joining staff.
- Develop staff abilities and assign them to most efficient position.

➤ **Station Achievements**

- Reduce station delays and OTP improvements up to 100%
- Improvements in Baggage process and in store baggage.
- Assign Dedicated terminal and Ramp Handling staff.
- Achieving 35min ground time with 186 passengers load in and out flights.

Qatar Airways – Jeddah

Since 2016 – 2017

Airport Services Duty Officer

- Responsible for the day-to-day operation and liaison between Airport services providers and users.
- Provides input and recommendation to management to improve the effectiveness of the daily operations
- Responsible in ensuring passenger and aircraft handling practices confirm to the safety and security.
- Responsible of Service level Agreements (SLA) with GHA.
- Responsible for Station (KPI) Key performance indicator.
- Responsible for Station budget.
- Manage and control manpower on the shift to optimize utilization and to maintain staff's morale and discipline.
- Conducting spot-checks to ensure adequate standards are maintained.
- Responsible to resolve customer problems and complaints effectively liaising daily with all departments.
- Conduct briefing sessions for shift and GHA supervisors on a shift basis.
- Compiling a detailed station handling report for Airport Managers on a shift basis.
- Keeping constant contact with Airport Authorities, Police, Customs, Immigration Officers and representatives of other Airlines.
- Responsible for all administration work relating to operation when Airport Manager not available.
- Performing all the operational activities to the standard (ICAO) and (IATA) regulation.
- Deputizing with full responsibility when Airport Manager on leave or duty travel.
- Day to Day close coordination with GACA for approval of flight diversion/Adhoc Flights/ Extra Flights.
- Obtaining slots for Umra/Hajj flights from GACA and Haj Control.
- Close coordination with SV Haj Team for Haj royalty approvals and contracts.
- Filing and follow-up of schedule flight landing approvals.
- Close coordination of Haj fines and negotiation.
- Supporting outstations of KSA whenever required with approvals from GACA to operate additional frequency or change of aircrafts.
- Self and independent correspondence with GACA and other local authorities that includes official letters etc.

- Attending all GACA meetings along with ASM-JED.
- Has very good influence on GACA officials of all departments.
- Arabic Speaker during Summer and Arab tourist time.
- Customer services specialist.

Qatar Airways – Jeddah

Since 2010 - 2016

Airport Services Supervisor

- Constant liaison with Check-in, Transfer Desk, and other related areas for the smooth acceptance of passengers.
- Certified to handle VVIP flight (Royal Qatar Flight) and private jet under QR call sign.
- Liaises with check-in, transfer desk, and support Airport Services Supervisors in all areas.
- Escort and direct Arriving/Departing passengers to the respective areas such as Hotel Desk, Visa Counter, Transfer Desk, Premium Lounges, and Boarding Gates etc.
- Assists Duty Officer to handle company material and records
- Liaison with G.H.A. for quick processing of hotel and transfer passengers
- Work with GHA and ensure smooth passenger handling
- Assist Passengers regarding Entry Requirements, Visas, Residence Permits etc
- Ensure passengers are assisted smoothly through airport facilities
- Performs other related duties, as assigned, to ensuring the efficient and effective functioning of the work unit.
- System analyses and Arabic Speaker at Tehran Airport for 6 months.

Qatar Airways – Jeddah

Since 2009 - 2010

Corporate Sales Executive

- Develop and implement effective sales and marketing initiatives/plans with assigned accounts to achieve revenue targets.
- Responsible for the overall sales strategies and results of Airlines within the area of responsibility.
- Provide leadership on strategic and commercial level for all Corporate/Leisure/Trade sales within the area of assignment.
- Strategically develop and deliver Corporate/Leisure/Trade Sales revenue targets in the region.
- Maximizing the return from existing market whilst identifying and penetrating new markets where appropriate.

Qatar Airways – Jeddah
Since 2003 – 2009
Senior Airport Services Agent

- Ensuring to provide 5* service for Qatar Airways customers throughout their Airport experience
- Assisting customers at check-in, boarding gate, arrival hall, and monitoring turnaround activities at the aircraft and on the ramp.
- Escort and direct Arriving/Departing passengers to the respective areas such as Hotel Desk, Visa Counter, Transfer Desk, Premium Lounges, and Boarding Gates etc.
- Work with GHA and ensure smooth passenger handling
- Assist Passengers regarding Entry Requirements, Visas, Residence Permits etc
- Ensure passengers are assisted smoothly through airport facilities.
- Performs other related duties, as assigned, to ensuring the efficient and effective functioning of the work unit.

UNASCO (United National Arab Services Co.) – Jeddah
Since 1995 – 2003
Customer Services Agent/GACA Coordinator - King Abdul-Aziz Intl. Airport

- Greet airline customers, help check baggage, and assign seats on the aircraft.
- Verify the passenger travel documents providing courteous service
- Ensure passengers boarding is carried out promptly and efficiently and in accordance with specific Airlines procedures
- Greet airline customers, help check baggage, and assign seats on the aircraft.
- Verify the passenger travel documents providing courteous service
- Load Master and load sheet license holder for EK, QR, GF, MH.
- Close coordination with GACA for approval of ADHOC FLIGHTS from OAL.
- Obtaining slots for Umra/Hajj flights from GACA and Haj Control for OAL.
(IR/MS/TK/TU/ME/EK/GA/PK/AI)
- Close coordination with SV Haj Team for Haj royalty approvals and contracts for OAL.
- Filing and follow-up of schedule flight landing approvals for
(IR/MS/TK/ME/KU/EK/PK/BG)
- Close coordination of Haj fines and negotiation with GACA and local authorities.
- Independent drafting of local language official letters to all local authorities.
- Working closely with Haj Ministry and GACA slot control for the cancellation of last minute of Haj flights of OAL.
- Checking of landing fee invoices received from GACA for OAL.
- Follow-up for the pending invoices from GACA for OAL.
- Dedicated staff of Qatar Airline 1997- 2002 and station coordinator.

QUALIFICATION:

- Senior Diploma of Industrial Secondary Institute.

SOFTWARE SKILLS:

- Ms-Office (Word, Excel & PowerPoint)
- Sky speed and GOnow system
- DCS, Amadeus & ALTEA system
- E-mail and Internet Browsing

PERSONAL DETAILS

Nationality	:	Saudi
Date of Birth	:	13th September 1975
Driving License	:	Holding valid Saudi Driving License
Sex / Marital Status	:	Male / Married
Languages Known	:	Arabic and English

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