

## **CURRICULUM VITAE**

Name: Nawaf Abdullah Al Dossary

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### **Career Objective:**

Management / Admin, Customer Services, HR & Gov Relations having more than 26 years of Aviation, Hospitality and Airline Industry experience in developing relationships with Corporates, Gov, Commercial and Aviation industry; having in depth understanding of Admin and Management; able to provide strategic direction, sustainability and customer satisfaction. Consistently progressed in career and often earned recognition; trustworthy and am able to produce extraordinary results from team work. Fully motivated to accept the responsibilities and accountabilities of Management and to manage, motivate, negotiate, contract, expand and deliver positive results as per Senior Management's & board of Director's expectations.

### **Work Experiences:**

May2020 –Jul 2021: **Director of HR & Public Relation** , Mashareq Al-Mustaqbal Ltd .

Oct 2019 –Apr2020: **Branch Manager**, King Fahad Int'l Airport Dammam, Fursan Travel.

Mar 2018 – Sep2019: **Admin & HR Director**, AL Dossary Company Ltd. (Construction & Infrastructure development).

Nov 2008 – Feb 2018 : **Public Relation Manager**, Qatar Airways KSA.

Responsibilities: -

- Enhance and Manage Gov & Commercial relationship in EP KSA Aviation Industry.
- Assist and Support Commercial team in penetrating in to Government corporate houses.
- Responsible for station HR, Admin & Customer relations.

Sept 2002 – Oct 2008: **Reservation and Ticketing Office In-Charge**, Qatar Airways EP KSA.

Responsibilities: -

- Manage and Assist the team, Customer Service.
- Manage the needs of VIP-CIP customers of Qatar Airways in EP KSA.
- Direct relationship management with Gold members of Qatar Airways in EP KSA.
- Manage Key decision makers travel requirements from Corporates in EP KSA.

Apr 1999 – Sep 2002 : **Branch Manager**, Top Travel & Holidays EP – KSA.

Responsibilities: -

- Manage and Assist Ticketing and reservation team.
- Manager and Coordinate with Holidays team to ensure excellent service to the customers.
- Relationship management, with top VIP customers and Corporates.

May 1997 – Mar 1999: **Supervisor, Ticketing and reservation**. Al Zamil Travel EP – KSA.

Responsibilities: -

- Supervise and Support team.
- Assist and support to management in achieving the assigned revenue target.
- Ensure extended service to corporates and Gov related VIP customers.
- Manage MICE, Incentivization and VIP travelers.

May 1996 – Apr 1997: **Ticketing and reservation Advisor**. SAAD Travel EP – KSA.

Responsibilities: -

- Customer service
- Routine problem solving and assist in customer needs on their travel requirements.
- Extend best possible solutions and options for global holidays & Corporate travel plans.

**Education: -**

- Diploma in Human Resource Management
- Secondary School Graduation.
- Computer: Microsoft word & Excel , Power point (English / Arabic)

**Trainings:-**

- E.H.S Emirates Foundation: Risk Assessment, Method statement & HSE plan.
- INTRODUCTION TO BUSINESS MANAGEMENT.online KING'S COLLEGE LONDON
- Training of trainers course
- Chamber of commerce KSA: Sales Services Skills
- Basic Passenger Tariffs / BPT (Qatar Airways)
- One World staff Travel (Qatar Airways)
- Handling Bomb Threat course (Qatar Airways)
- E-Commerce, Global Knowledge assessment (Qatar Airways)
- Certificate of Excellence, Gold (Qatar Airways)
- Delivering Excellence Workshop (Qatar Airways)
- Professional Telephone Behavior (Qatar Airways)
- Grooming and Hygiene Etiquette (Qatar Airways)
- Fraud Prevention Course / FPC (Qatar Airways)
- Delivering excellence workshop (Qatar Airways)
- Amadeus Reservation (Qatar Airways)
- Amadeus Airline Ticketing and Reservation System (Certified)
- British Airways: Travel agents workshop.
- KLM Airline Amsterdam: Basic Fares and Airline ticketing course.
- Saudi Gov. HR Development Foundation / Dorooob, training courses detail attached below:
  - Guidelines- Product, Service, Competition.
  - Branded products
  - Develop Sales Relationship
  - Basic English grammar
  - Principles of Customer Service
  - MS Excel
  - Quality and Safety - Recreational Events
  - HR Functions
  - Leadership skills
  - Leadership - Completing the track
  - Fundamentals of Event Management
  - PMP Track
  - Project Management - Procurement and Stakeholder
  - Communication & Risk Management
  - Time and Cost management
  - Project Management – Integration
  - Project Management - Scope Management
  - Introduction to Strategic Planning HR
  - Project Management – Introduction
  - Leadership Essentials
  - Customer Services-Know your customer
  - English Language IELTS overview
  - Project Management - Quality and HR

**Personal Profile:**

- Date of Birth: 14<sup>th</sup> July, 1979.

- Nationality: Saudi
- Marital Status: Married (4 Dependents)
- Personal Strength: Hardworking & a fast learner.
- Hobbies: Racer on pro extreme motorcycles (Saudi Champion and one of the top best races in the world)

Sincerely,

Signature: Nawaf Al Dossary.