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About Me

With a strong passion for Engineering, I hold a Bachelor's degree in Mechatronics Engineering and have pursued various certifications to deepen my knowledge.

I am seeking an internship or a junior position in the field, with or without a salary, that will allow me to Launch my career and apply my skills and contribute to high quality solutions while maintaining safety, efficiency, and quality standards in a dynamic work environment.

Languages

Arabic: Native | **English:** Bi-lingual

Education

Bachelor Degree in Mechatronics Engineering
MUC- Matn University College of Technology

Projects

Automatic Compression CPR Machine: The machine monitors the patient's heart rates and oxygen volume and automatically initiates compressions on the patient's chest during a cardiac arrest while injecting the needed amount of oxygen.

Navigation Aid Robot: For people with visual disabilities, use a microcontroller "Arduino Nano". Visually disabled people can drive the robot using an analog controller; the robot sends alerts about any hazards in front of them, through earphones.

Automatic plant Watering System" It injects water into the soil once it becomes dehydrated; this project aims to reduce water waste.

Certificates

Engineering Certificates:

- C++ Essential Training
- The Arduino platform and C programming
- Internet of things: Embedded Systems
- Learning Arduino: Foundations
- Learning Arduino: Interfacing with Analog Devices
- Motors and Motor control circuit
- Sensors and Sensor circuit design
- Electronics foundations: Basic Circuits
- Learning Mat-Lab
- Learning Soldering for Electronics

Designing and Modelling Software's Certificates:

- Intro to Digital Manufacturing with Autodesk Fusion 360
- Autodesk Inventor Essential Training
- Fusion 360: design for Mechatronics
- Fusion 360: Designing for Metal
- Fusion 360: Essential Training
- Fusion 360: Generative Design
- In the Shop Manufacturing
- Reverse Engineering Foundations Product Design

Airport Passenger Services and Ticketing Certificates:

- IATA Dangerous Goods
- CERSA - Centre Detrainement Pour La Security Aeroporienne
- SITA Departure Control Services
- Maestro Departure Control Services
- Safety Management System
- Amadeus Ticketing System Certificate

Skills

Engineering Skills:

- Mechatronics Engineering
- Designing & maintaining electric motors drive systems & electrical components
- IoT Devices development; Arduino & Raspberry PI
- Automotive Mechanic
- LIN & CAN electronic communication portals connections
- Free RTOS systems
- 3D Modelling; Fusion360, inventor & SolidWorks

Aviation and Ticketing Skills:

- Amadeus Altea Ticketing system for airlines
- Amadeus GDS system
- Sabre Ticketing system for Airlines

Experience

Travel Consultant

Cedare Travel (Nov23– present)

- Oversee all aspects of operating in a travel agency as a Travel Consultant.
- Tickets, Hotels, Transfers, Car Rentals Reservation, Using Amadeus, and online B2B Suppliers Systems.
- Customizing B2C Packages, to worldwide Destinations, and Make sure their Trip run smooth and safe
- Customer service: Offer first-rate assistance, respond quickly to questions, and handle problems.
- Sustain solid client connections and efficiently manage feedback.
- Staff management entails hiring, onboarding, and managing support employees and travel consultants.
- Assist in professional growth and carry out performance reviews.
- Sales and Marketing: Create sales plans and advertise trip packages, via a variety of media.
- Work together with partners to develop attractive offers and grow our market share.
- Financial management includes creating budgets, controlling spending, and negotiating supplier contracts.
- Risk management: Make sure that all rules and safety requirements are followed.

Flight Responsible- Airport Passenger Services

Lebanese Air Transport- Beirut Rafic Hariri International Airport (2022 – NOV2023)

- Flight responsible for TK, ET, CY, RO, VY, W7, FZ, FB, AG, SM, 6Q, IF, IR, SR, and UN Flights.
- Knowledgeable in all travel documents such as passports, visas, Residency cards, travel forms, and security approvals.
- Prepare flights before check-in, brief and debrief passenger services agents assigned on the flights for new instructions, control their attendance, appearance, and tidiness at the check-in counters, boarding gates, and arrival desks.
- Monitor the progress of the flight to ensure that procedures are implemented and flight is operating safely.
- Liaise with other personnel like airline representatives, load control, baggage reconciliation system, immigration, lounges, transit desks, and cabin crew for efficient check-in operations.
- Report flight irregularities to station management, and ensure that necessary assignments are made for handling flight irregularities.
- Maintain detailed records of flight operations, including flight plans, logs, manifests, sales reports, and other important information.
- Manage situations such as flight delays, cancellations, and other operational disruptions, by implementing contingency plans to minimize disruptions and reach passenger satisfaction.
- Ensure compliance with aviation regulations, company policies, and industry standards.

Airline Representative- Airport Passenger Services

Lebanese Air Transport Transavia Airlines (2021 – 2022)

- Responsible for Booking, Changes, Refunds, Revalidation for passengers, handle cash and liaise with accounting department for sales report.
- Prepare flight, review the passenger manifest for each flight to determine the number of passengers, the special services required such as wheelchair, infants, unaccompanied minors, passengers with disabilities, and the total amount of luggage that needs to be checked.
- Handle passenger inquiries and complaints in a polite and professional manner, and provide them with information related to flight schedules, delays, cancellations, and other relevant information.
- Coordinate check-in and boarding process by making sure that passengers are boarded in the proper order and luggage are properly checked and loaded onto the correct flight.
- Check sales of special service requests and monitoring the accuracy of the charges.
- Fill flight report and maintain detailed records of passenger interactions, flight schedules, and other important information related to airport operations and evaluation.
- Provide the airline's management team and the Handling Company with feedback to improve the operations and customer service.

Ground Steward - Airport Passenger Services

Lebanese Air Transport- Beirut Rafic Hariri International Airport (2017 – 2021)

- Counter checker for TK, ET, CY, RO, VY, W7, FZ, FB, AG, SM, 6Q, IF, IR, SR, and UN Flights.
- Issue boarding passes after verifying travel documents including passports, residency cards, PCR, Vaccination, travel insurance, travel forms, health forms, and other related documents and requirements.
- Allocate seats, add special service requests, and print luggage labels according to airline baggage allowance rules.
- Inform passengers with flight details and boarding procedures, update them with any flight changes, follow safety and security measures, and ask passenger queries prior to flight.
- Double visa checks at the gate, make flight announcements, and ensure all passengers are boarding in time for the flight.