

MOHAMMAD ABDEL MAWLA

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SUMMARY

A dynamic professional with 8+ years of experience with Airport Passenger Handling Services including visas rules and regulations, transit, baggage, reservations, counter check-in, and sales. Adept at interfacing with a diverse range of passengers and customers to identify solutions and ensure customer satisfaction.

SKILLS

Technical Skills: Advanced skills in Microsoft Office (word, excel, PowerPoint), Excellent knowledge in Sabre Sonic, Excellent knowledge in Altea check in DCS, Good knowledge in Amadeus Altea Suit, Excellent Camera operation skills

Soft Skills:

- Excellent client communication, interpersonal and negotiation skills.
- Strong analytical and problem-solving abilities.
- Exceptional organizational and time-management skills
- Detail-oriented with a focus on accuracy and efficiency.
- Teamwork and collaboration.
- Customer Service orientation.
- Budget management and financial reporting.
- Artistic Vision & Creativity

WORK EXPERIENCE

- **Store Manager** 11/2020 to Current
Superette de Tour, Libreville
 - Manage daily operations of a retail store, including inventory control, budget management, and staff supervision.
 - Provide basic IT support to staff when needed, such as troubleshooting minor software issues and resolving basic computer problems.
 - Negotiate with suppliers, place orders, and ensure timely delivery of goods.
 - Ensure implementing a full transparent process from purchase request, to collecting quotations, analyzing competitive bids, issuing purchase orders, and collecting invoices and goods received notes.
 - Provide excellent customer service and resolve customer complaints effectively.
 - Communicate with companies and merchants in the market and hand out payments
 - Recruit, train, and motivate a high-performing team.
 - Archive all support documents for audit purposes.
- **Sales Agent** 09/2018 to 11/2020
MEA Middle East Airlines, Beirut
 - Issue, reissue, and ensure revalidation of tickets.
 - Issue debc for downgrade, and denied boarding.
 - Handle sales and reservation for foreign airlines
 - Ensure proper baggage collection.
- **Check-in Flight Responsible** 11/2012 to 09/2018
MEA Middle East Airlines, Beirut
 - Ensure compliance of the standard operating procedures of MEA airlines
 - Brief staff before every flight
 - Solve visa issues and reservation issues of passengers
 - Ensure passengers on flights and follow up the flight until departure
 - Assist passengers with inquiries about flight departures and arrivals

- Check in passengers by assigning seat numbers, providing boarding passes and luggage labels, and informing passengers about luggage restrictions weighing baggage and collecting any excess weight charges.
 - Take care of people with special needs, and unaccompanied children calming and reassuring nervous passengers
 - Assist passengers through immigration and customs safety and security regulations.
- **Transit Agent 02/2012 to 11/2012**
MEA Middle East Airlines, Beirut
 - Sort and arrange PTM's and PSM's prior to flights arrivals
 - Pre-check transferring passengers
 - Transfer onward checked luggage to onward flights upon arrival
 - Assist immigration officials
 - Check documentation and requirements (passports, visa, accommodation) for incoming passengers to enter the country or to transfer based on Travel information manual (TIM)
 - **Chef de Rang 04/2010 to 01/2012**
Fiona's Restaurant, Beirut

EDUCATION

- **Lebanese International University, Beirut Lebanon**
Bachelor degree of Arts, Public Relations, 2014

TRAINING AND CERTIFICATIONS

- **Appreciation letter for excellent customer service and detection of fake and expired travel documents**
MEA Middle East Airlines
- **Appreciation letter for sparing the company from penalties and high imposed fines**
MEA Middle East Airlines
- **Introduction to Business Management training**
King's College London
- **Certificate of completion of passenger services and advanced passenger services training**
MEA Middle East Airlines
- **Certificate of completion of customer service training**
MEA Middle East Airlines
- **Certificate of completion of safety management systems training**
MEA Middle East Airlines
- **Certificate of completion of security management systems training**
MEA Middle East Airlines
- **Certificate of completion of leadership skills training**
MEA Middle East Airlines
- **Certificate of completion of dangerous goods and regulations for passenger handling training**
MEA Middle East Airlines

LANGUAGES

Arabic Native, Fluent in English, Conversational Proficient in French