

Dani N. Fakhouri

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Working Experience

Airport International Group (AIG) Queen Alia International - Jordan

Airport Operations Manager/New Terminal Advisor

Operations Department

May 2013- Present

- After completion handing over the new airport, I have become the new terminal advisor in addition to the airport operations manager duties prior to ORAT role (see below for more details).
- New terminal advisory roles include supervising and oversight on operational flow, procedures and any required adjustments to the current process.

ORAT Project Manager – Operations, Security & Commercial

ORAT (Operation Readiness and Airport Transfer) Team

September 2010-April 2013

Key Achievements (in descending order):

Task	Date
Smooth and successive new terminal opening/transfer of operations	March 2013
Successive new terminal operational trails program, Implementation	February 2013
Submission of airport security program	January 2013
Developing new terminal operational manual	January 2013
Developing new terminal standard operating procedures and contingency SOPs	June 2012- February 2013
Developing airport transfer plan	December 2012
Submission of new terminal operational trials plan for duration of 7 months	April 2012

General Tasks

- Managing governmental agencies, airlines and GH representatives relations.
- Follow up with operational implementation in line with airport best practices.
- Supervising operational and safety procedures in compliance with standards.
- Monitor security program implementation.
- Managing operational trials and teams.
- Managing project tasks to meet objectives and support ORAT team.
- Issues solving, managing responsibilities and reporting to senior management for any rectification procedures.
- Assisting implementation of NASTA platform for monitoring progress.

ORAT-related tasks:

- Coordinate and following up all actions with/between operations and security stakeholders.
- Monitor operating and security manuals' development and updates/amendments required.
- Monitor tenders management and selection of subcontracts.
- Post-selection performance monitoring of subcontracts.
- Monitor security, security passes and delivery process.
- Monitor the implementation of the Control Centre for Operation (CCO)
- Monitor implementation of terminal decontamination plan.
- Organize, monitor and adjust procedures of commercial flows trials.

Airport Duty Manager

October 2008- September 2010

- Managing the operations department in areas of safety, security and quality on daily basis.
 - Daily coordination with/and directing Operation Control Center (OCC) staff.
 - Supervising airport apron management.
 - Problem-solving and decision making within area of authority and managing DOAs issues.
 - Contributing to the efficiency and effectiveness of the units' services.
 - Ensuring the quality process management controls.
 - Preparation of monitoring reports that are communicated to higher management.
 - Developing and amending the airport security program.
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Saraya Development Group (Holdings)

July 2007- October 2008 Amman – Jordan

Corporate Social Responsibility Officer

- Co-ordinate and insure the implementation of CSR projects in alignment Saraya marketing and corporate communications strategy.
 - Coordinate with concerned parties for proper implementation for social contribution.
 - Assist in planning CSR program activities, and take proper resources, tools and time.
 - Establish good relations with stakeholders such as social institutes, private and governmental sectors, and
 - Monitor projects' communication with local communities and partners.
 - Keep up to date with competitors' news, performances and activities.
 - Work with Public Relations and communications units on administering the co-operation with external service providers, media and press.
 - Periodical reporting to management on status and activities of CSR programs.
 - Follow up on the execution of marketing strategies and ensure brand recognition within CSR programs.
 - Liaise regularly with project management in order to understand ongoing changes in business activities and developments.
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Abu Khader Group (AK) - Jordan

October 2006 –July2007

Human Resource Officer with following responsibilities:

- Developed job descriptions in alignment with employees' duties of current practice.
 - Managing recruiting process including job vacancies announcements, screening, assessments and final selection.
 - Managed employees Induction programs.
 - Developed training plan for company-wide employees.
 - Amended any required changes in the Human Resources' Policies and Procedures with current practices.
 - Establish succession plans for company-wide departments.
 - Provided advice and information on personal policies and procedures including equal opportunities, occupational health and safety programs.
 - Conducted manpower studies for manufacturing plants, show rooms and spare parts entities.
 - Restructuring the business entities and human resources within due to changes in the business.
 - Handling employees enquiries and complaints to ensure hosting an open policy environment.
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Courses & Other Experiences**Airport International Group Training Courses:**

- Safety/Security Course; by Airports De Paris Management - November 2008
- Customer care training course - by Airports De Paris Management- March 2009
- Airport Operations training course - by Airports De Paris Management- May 2009
- Airport Quality of Service training course - by Airports De Paris Management-June 2009
- Basic Airport knowledge - by Airports De Paris Management- July 2009.
- Quality, Environment and Complaints Management - by Airports De Paris Management- August 2009

- Airport Operational Control Center - by Airports De Paris Management- 2009
- Leadership & Team Management Training-by Open 'Act & Persona Global Partners-2010

University-Based capacity building programs and other Trainings:

- Human Resources Management-140 hours course by U.S Agency for International Development.
- Facility planning and management course at Applied Science University (Oct- Feb 2005).
- Human Resources Management course at Applied Science University (Jul- Sep 2005).
- Project management course at Applied Science University (Oct- Feb. 2005).
- Engineering management course at Jordan University (Oct- Feb. 2002).

Other various development programs

- **Successful skills** course (**Enjaz program**) (Mar- Jun 2004).
- **Project management course using computer (Primavera)** at the engineers training center. (2006).
- **Press and Media course** at Bunat al Mostaqbal club.(2001).

Rotary International Experience

Positions Held:

- Club founder-Rotary Club of Amman Citadel-2012
- Vice District Rotaract Representative of Jordan (2010-2011)
- Professional Development Director - Rotaract District Committee (2009-2010)
- Club Founder & President - Rotaract Club of Amman West (2006-2008)
- Conduct professional development courses covering presentation, negotiation skills, body language, team building, emotional intelligence and leadership skills.

ACADEMIC BACKGROUND & Personal Information

December 2005

B.Sc. Industrial Engineering

Faculty of Engineering. Applied Science University (ASU)

Amman – Jordan

Rating: Good

Nationality: Jordanian

Date of Birth: November 11th, 1981

References

His Excellency; Mr. Shadi Al-Majali

Chief Executive Officer – King Abdullah II Design & Development Bureau

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Ms. Rana Sweis

Head of Human Resources – Royal Jordanian

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Ms. Kholoud Abu Al-Kheir

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