

Souhaïel Karbaa

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Education

Kobe Institute of Computing

Master's degree in Computer Science

Kobe City, Japan

10/2022 – 09/2024

Higher Institute of Applied Studies in Humanities of Tunis

Bachelor's degree in Business English

Tunis, Tunisia

10/2008 - 06/2011

Experience

Lufthansa Group

Duty Station Manager

Tunis, Tunisia

09/2015 - 09/2022

- Led a team of ground staff, fostering a positive work environment and promoting teamwork. Managed day-to-day operations at the assigned duty station, ensuring smooth functioning of airline activities.
- Developed and implemented emergency response plans.
- Ensured compliance with airline and aviation regulatory standards and safety protocols.

Lufthansa Group

Station Supervisor

Tunis, Tunisia

02/2013 - 08/2015

- Oversaw aircraft turnaround processes, coordinating with ground staff, cabin crew, and maintenance teams.

Lufthansa Group

Multi-task Reservations and Ticketing Agent

Tunis, Tunisia

11/2011 - 02/2013

- Assisted customers with booking reservations, providing information on flights, fares, and available services.
- Provided excellent customer service to passengers, addressing inquiries, resolving issues, and ensuring positive travel experience.

Trainings & Achievements

- Completed comprehensive training in safety management, emergency response, and operational procedures, including specialized courses in freighter handling, aircraft ramp handling, and security awareness from 2012 to 2022. Additional training focused on compliance, customer service, data protection, and integrity, enhancing proficiency in managing station operations and ensuring regulatory adherence.
- Selected for the prestigious TiSS (Talents in Sales & Station) 10x Generation program within Lufthansa Group, recognizing my high potential and talent among a limited number of employees globally. This program, conducted from 2017 to 2018, provided advanced training and development opportunities to enhance my skills and leadership.

Skills & Interests

- **Technical:** HTML, CSS, JavaScript, ReactJS, PHP, Laravel, Git, GitHub, Gitlab, C++, Python, Docker, AWS
- **Language:** English (Full Professional Proficiency), French (Full Professional Proficiency), Arabic (Native or Bilingual Proficiency), German (Limited Working Proficiency), Japanese (Elementary Proficiency)
- **Interests:** Cooking, Running, Video games