

# **Yassir BOUAYAD TLEMCANI**

## **Station Head | Airport Operations and Safety Management | Lean Six Sigma Black Belt**

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## **SUMMARY**

With over 16 years in airport operations and ground handling, I have led teams of 250+ employees and managed 300+ weekly flights, ensuring safe, efficient, and customer-focused performance. A Lean Six Sigma Black Belt, I deliver measurable improvements in cost control, service quality, and operational compliance. Experienced in liaising with airport authorities, regulators, and airline partners to maintain world-class safety and service standards, with full responsibility for station operations, safety, and financial performance.

## **WORK EXPERIENCE**

### **RAMHANDLING ROYAL AIR MAROC ▪ Marrakech ▪ Morocco**

#### **Station manager, Airport Services Manager (05/2023 – 01/2024)**

- Secured ISAGO certification for Marrakech Airport, ensuring compliance with international safety and operational standards
- Developed and managed training programs for over 250 employees, enhancing operational performance
- Top VVIP Flight Handling
- Reduced ground support equipment fuel consumption by 30% through the implementation of an energy efficiency plan
- Ground Support Equipment (GSE) Management
- Internal auditor
- Ensured compliance with IATA and ICAO regulations, safety management, and risk mitigation
- Personnel Management, Resource and Manpower Planning, Team Leadership and Staff Development
- Represented the airline in the Airport Operators Committee (AOC), liaising with airport authorities, handling agents, and government bodies to ensure compliance and operational alignment
- Emergency Situation Management
- Handling Delays, Irregularities, Crisis and Emergency Management
- Managed key stakeholder and airline relations, maintaining SLA performance and ensuring alignment with international airline service standards

#### **Terminal Duty Manager (01/2021 – 05/2023)**

- Reduced turnaround times by 15% through improved team coordination and optimized processes Resource Management
- VIP Flight Handling
- Oversaw end-to-end baggage operations (arrivals, departures, transfer, and irregularities), achieving significant reduction in mishandled baggage through improved reconciliation and tracking systems
- Coordinated ramp and encoding teams to ensure accurate and timely baggage loading/unloading
- Balanced operational performance with commercial priorities, ensuring service excellence while monitoring costs and resource efficiency, directly contributing to airline retention and contract expansion
- Managed operational disruptions during peak seasons, ensuring minimal delays through coordinated responses to last-minute changes in flight schedules,
- Trained teams on risk management, safety, and compliance
- Baggage Handling, Cargo and Reconciliation, Ground Operations Management, Stakeholder and Airline Relations
- Emergency Management, Led crisis management initiatives during operational disruptions
- Supervision of Ground Staff, Operational Performance Analysis
- Reports and Documentation (KPIs)
- Ground Support Equipment (GSE) Management

#### **Duty Officer (01/2018 – 01/2021)**

- Managed delays and conducted performance analysis to minimize impact on flight schedules
- Coordinated ground and airside resources, ensuring risk management, regulatory compliance, and uninterrupted operations during disruptions.
- Dangerous Goods Regulations, Baggage Handling, Cargo and Reconciliation
- Emergency Management
- Regulatory Compliance
- Reporting and Documentation, KPIs
- Establish the Flight Supervisors' roster

## **Flight Supervisor, Load Master, Load Control (02/2013 – 01/2018)**

- Strong communication skills with experience liaising between airlines and operational teams to enhance service delivery and client satisfaction
- Prepared and validated Load Sheets for various aircraft types, ensuring optimal weight distribution for both safety and operational efficiency
- Supervised loading operations, including the distribution of baggage, cargo, and Ground Support Equipment (GSE), ensuring compliance with aircraft weight and balance restrictions
- Guide aircraft with a headset or using beacons, following conventional gestures
- Coordinated with ramp handling teams and cabin crew to ensure adherence to safety and security procedures, while optimizing aircraft turnaround times
- Trained and mentored new team members on load control best practices and the use of computerized systems for weight and balance tracking (Altea CM/FM, Amadeus).

## **Atlas Multi Services ROYAL AIR MAROC • Marrakech Morocco**

### **Leader for check-in and Boarding Process (02/2008 – 02/2013)**

- Provided leadership, direction, and coaching to front-line staff
- Organizing tasks and setting goals
- Passenger Services Excellence
- Cargo and baggage, passenger, crew and VIP transportation, staff shuttle service, passenger and crew baggage sortation, reconciliation, transfer baggage handling, special baggage handling.
- Sales and Commercial Experience
- Check-in, Customer Service Excellence, Boarding, Transit
- Ticketing
- Flight coordination

## **EDUCATION**

- Bachelor's Degree - 2007, Applied Computer Science in Management and Finance, ISG, Tunisia
- High School Diploma - 2000, Zerkouni High School, Marrakech, Morocco

## **PROFESSIONAL TRAINING**

- **Black Belt Lean Six Sigma and LSS AI Belt Certified**
- **ISAGO audit and certification leadership**
- **Load Control and Balance License** (Saudi Airlines, Royal Air Maroc, Air France, Turkish Airlines, Qatar Airways, EL AL)
- **Safety Management Systems**
- **Safety, Security, Dangerous Goods, Marshaling and Human Factors**
- **Training Certificate : General and Operational Pedagogy**
- **Training Certificate : Opening Aircraft Doors** (Qatar Airways, Royal Air Maroc)

## **SKILLS**

- Station Management, Airport and Ground Operations, Safety and Compliance, Cost and Resource Management, Stakeholder and Authority Liaison, Crisis and IRROPS Management, GSE Optimization, KPI and Data Reporting, Continuous Improvement (Lean Six Sigma)

## **LANGUAGES**

- **Arabic** : Native speaker
- **French** : Proficient
- **English** : Proficient