

Ahmed Alghamdi

ABOUT ME

A flexible, trustworthy, and efficient professional with good problem-solving and analytical talents who is also a competent, results-oriented Operation Team Leader. Ability to successfully strengthen relationships while meeting and/or exceeding goals and following regulations. To obtain a position that allows for continual progress, creativity, initiative, skills, the application of knowledge and experience, and the use of technology in order to contribute to high levels of customer satisfaction.

EDUCATION

Bachelor's Degree in Engineering Technology | 2020

Technical and Vocational Training Corporation
GPA: 4.18 out of 5

Associate Diploma of Engineering Technology | 2013

College of Telecom & Electronics

PROJECTS

SENIOR GRADUATION PROJECT:

Serve Different Entities During The COVID-19 Pandemic.

CONTACT

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EXPERIENCE

Operation Team Leader

Saudi Ground Services Co. | June 2015- Present

- Lead, encourage, and assist a large team in a time-sensitive and demanding environment, including the formulation and execution of career development plans for all direct reports, as well as issue resolution.
- Manage timely data collection in order to update operational metrics in order to meet productivity objectives, minimize cost per unit, remove mistakes, and provide exceptional customer service.
- Improvement of the proprietary tools and systems in collaboration with cross-functional support teams.
- Coordination and collaboration with other departments to ensure seamless operation.
- Supervise the management of supplies and inventories.

Operation Specialist

FlyNas Co. | Jan 2014- Feb 2015

- Monitoring day-to-day operations while measuring and reporting on performance and making actionable recommendations as needed.
- Order supplies and monitor inventory to guarantee proper stocking and budget adherence, collaborating with the accounting and finance departments.
- Create and disseminate procedures and protocols (such as checklists) to personnel. Communicate and coordinate with staff (including the executive operations team) and vendors.
- Train and train new workers on operational protocols to ensure that all personnel follows standard operating procedures (SOPs).

SKILLS

- Microsoft office skills.
- Interpersonal skills.
- Leadership.
- Operation Management.
- SITA.
- GO NOW.
- ALTEA.
- AIR MAESTRO.
- NAVITAIRE.
- CYBER.

ACHIVEMENTS

- Certificate of Appreciation for outstanding Work | SGS.

CERTIFICATIONS

- Professional Accreditation Certificate from the Saudi Council of Engineers (**Specialization:** Electronics Engineering Technology)
- **Membership No:** 844453

COURSES

- Baggage Handling | SGS Training Academy.
- Human Factors- Initial | SGS Training Academy.
- Dangerous Goods-CAT 09 | SGS Training Academy.
- Emergency Response | SGS Training Academy.
- Safety Training- Initial | SGS Training Academy.
- Security Training- Initial | SGS Training Academy.
- Return to Duty Briefing | SGS Training Academy.
- Basics of Cyber security | Technical and Vocational Training Corporation.
- Dangerous Goods GACAR Requirments | SGS Training Academy.
- Introduction to GACAR | SGS Training Academy.
- SGS- Airport Familiarization | SGS Training Academy.
- Microsoft Office | Secondary Commercial Institute.
- Effective Presentations | Saudi Electronic University.
- Passenger Service Excellence | King Abdulaziz Airport.
- Supervisory Soft Skills | SGS Training Academy.