

# Mohammed El Bahloul

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Date of birth: 20/11/1984

Place of birth: Beirut, Lebanon

Nationality: Lebanese

Marital status: Married



## Objective

A dynamic professional with 12+ years of experience as an airport services supervisor having an extensive background in leadership, decision making, handling sensitive cases and problem solving. A bold analytical thinker with high energy and an innate ability to influence decisions and gain the trust of peers, clients and management teams. Because "Continuous learning is the minimum requirement for success in any field" -Brian Tracy-, I have accomplished 120+ learning courses and trainings in aviation, which backed me in knowledge and knowing to improve to a higher grade.

## Education

Emirates Aviation College  
Ground Handling

2011 - Present

Lebanese International University  
Bachelor of Business Administration & Marketing

2006 - 2009

Jamil Rawwas High School  
High School

2000 - 2006

## Experience

Emirates Group 2011 – Present

### ▪ Passengers Relations Coordinator (grade six)

A member of dedicated team acting as a single point of contact providing consistent support, coordination and administration for passengers travelling with special needs (Autistic, partially or totally immobile, stretcher travelling,..), extended travel, medical and/or death on-board requirements to ensure a smooth and cost effective transfer of passengers.

### ▪ **Airport Supervisor (grade six)**

Plan, organise and control all aspects related to passengers and baggage handling on a shift basis. This is in order to deliver quality service, consistent with the Emirates Service Standards, ensuring that the passenger and baggage handling practices conform to the safety and security standards set by International Civil Aviation Organisation (ICAO) and Local Airport Authorities. Manage and control manpower resources on a shift basis, in order to maintain staff morale and discipline.

### ▪ **Document Check (grade five)**

Ensure that all the documents of passengers meet their destination immigration requirements and to avoid penalties from the destination station for boarding inadmissible customers. And, where applicable, I obtain authority from destination immigration authorities, to board customers without incurring a fine and causing passenger inconvenience.

### ▪ **Airport Services Agent (grade four)**

Check-in: provide pro-active service to passengers, identifying special needs and efficiently processing their checking-in for the flight.

Boarding Gate: do a physical check at the gate and holding lounge to ensure no un-authorized person is present prior to opening of the boarding gate. Display 'GATE OPEN/BOARDING/FINAL CALL' using AIRDB system. Check all the details of the passenger on the boarding pass and the system. Do boarding announcement and board passengers accordingly.

Transfer Desk: Assist passengers to connect their flights by rerouting their baggage and issuing check in documentation for their onward flight. Handling rush-con (connection time less than sixty minutes) and mis-con (unable to connect).

## Skills

- Customer relationship management
- Team leadership
- Performance optimization
- Training and development
- Operations management
- Team motivation
- Collaborative work
- Emotional support

## Awards

- Customer Service (17 July 2022)
- Najm Appreciation (15 March 2020)
- Najm Appreciation (10 March 2020)
- Customer Service (3 July 2019)
- Najm Appreciation (24 April 2019)
- Performance (12 April 2019)
- Najm Gold (7 February 2016)
- Najm Merit (13 January 2016)
- Najm Appreciation (13 August 2015)
- Najm Bronze (11 August 2015)
- Najm Bronze (28 April 2015)
- Najm Appreciation (24 April 2015)

## Languages

Arabic: Native

English: Professional-working proficiency

**References are available upon request.**