

Faraz Haling

Resource planner/allocator

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Work Experience

Front of House Reception

Hampton by Hilton - High Wycombe

August 2022 to Present

Efficient and smooth check in and check out of all guests. Ensuring all guests needs and requirements are fulfilled to the high standards expected from the Hilton brand.

Night Manager

Fredrick's Hotel, Restaurant & Spa - Uk

June 2022 to August 2022

Fire Marshal

Savills - High Wycombe

May 2021 to December 2021

Monitoring fire panels and patrolling of residential homes around the Wycombe area.

Home Service Engineer

Sky - High Wycombe

April 2021 to May 2021

Visiting customer properties for the full installation of sky q and sky plus.

Route Operator

Zipp Mobility - High Wycombe

November 2020 to December 2020

Retrieval and deployment of e scooters to the correct bays using in house tracing system for a start up scooter company.

Resource Allocator

Heathrow airport limited - Heathrow

December 2019 to September 2020

Main task included allocation of security officers in Heathrow Terminal 4, ensuring a smooth operation as well as breaks at the correct times.

Resource Manager

BRITISH AIRWAYS - Heathrow

June 2008 to March 2019

RESOURCE MANAGEMENT

Job Purpose:

- To coordinate effective delivery of resource, ensuring all necessary tasks are planned, allocated, started and completed, in the most effective manner.
- To monitor resource utilisations throughout the day ensuring coverage of immediate tasks.

Principal Accountabilities:

- Monitors the allocation system to coordinate effective delivery of resource; both manpower equipment, across the Heathrow operation.
- Responds proactively to manage exceptions such as coverage of unplanned immediate tasks, resource conflicts and shortfalls, ensuring resolution in a timely manner, escalating issues where necessary.
- Close liaison with Resource Delivery Team Manager throughout the shift, reviewing and adjusting the staff profile if required on the basis of operational requirements.
- Maintain good communications with colleagues, responding proactively, dealing with difficult conversations tactfully and challenging behaviours where required.
- Manage or escalate issues where necessary that could have a detrimental effect.
- In case of system failure or restriction to allocation area, to implement business continuity plans.
- Identifying continuous improvement opportunities for improving efficiency and/or service, monitor RMS and other data sources, as appropriate and provide feedback/improvements/enhancements.
- Involvement with system upgrades and enhancements - including testing.
- Undertakes other allocation associated tasks as required.
- Work in a variety of areas all around the airport both airside and landside to facilitate the end-to-end customers ground journey.
- To ensure compliance with all aspects of safety and security according to airport regulations.

Key Interfaces:

- Heathrow colleges
- Airport Operations Control Centre
- Airport Authorities/ HAL/Police

- Various operational/ Non-operational departments across BA (e.g. IT Operations, Operations, Customers Experiences, IFCE, CLC, Flight control)
- All our customers including Executive card holders, those travelling in Premium cabins and other commercially important customers.
- Others as required.

CUSTOMER SERVICE AGENT

BRITISH AIRWAYS

May 2007 to June 2008

- Dealing with passenger enquiries about flight departures and arrivals.
- Checking passengers in and providing boarding passes and labelling bags to ensure that the luggage safely boards the aircraft.
- Weighing baggage and collecting excess weight charges.
- Taking care of people with special needs and unaccompanied children.

Education

Computer Science

Uxbridge College - Uxbridge

2000 to 2002

GCSE

Dormers Wells High School - Southall

1994 to 1999

Skills

- AVIATION (Less than 1 year)
- PROACTIVE (Less than 1 year)
- PROBLEM SOLVING (Less than 1 year)
- SELF MOTIVATED (Less than 1 year)
- Front Desk
- Schedule Management
- Project Scheduling

Additional Information

Skills:

- High level of PC literacy including proficient use of 0365
- Highly numerate with excellent analysing, planning and problem solving skills.
- Ability to understand departmental processes that drive performance.
- Ability to interpret information from multiple sources to inform decisions in a timely manner
- Ability to communicate effectively to key stakeholders.
- Proactive approach with the ability to make key decisions in a timely manner
- Able to excel either as part of a team or when working alone
- Excellent customer focus and understanding of BA customer archetypes and service style
- Positive and team focussed attitude with the ability to challenge constructively
- Able to follow procedures and understand the importance of safety aviation industry.