

**Airline Operations Specialist
& Traffic officer**
Walaa Mohamed Abdel Rahman

Cairo, Obour City

Tel & WhatsApp: +20 112 085 7651
Email: Walaamohamed3393@gmail.com

Career Objective

Pursuing a demanding Airline ground services Role within a reputed firm in the aviation industry with the approach to take up responsibilities to accomplish organizational goals where in my skills and potentials are begin utilized to the maximum. Alongside focusing on the scope of enhancing my personal skills and gaining maximum knowledge during my tenure to contribute to the growth of the firm.

Education

- 2022: "ASE customer service passenger handling" **Diploma** includes knowledge of operational messages, aviation security awareness and dangerous goods regulations extract. These subjects which help in traffic officer role.
- 2020: **Diploma** in Human Resources from EBS "Egyptian Business School" Diploma discussed and fulfilled the knowledge of Recruitment, Egyptian Labor Law, Personal and Payroll in 4 months.
- 2017: **Pre-master Diploma** in Greek-Roman history, Faculty of Archeology – Cairo University.
- 2015: **BSc of tourism guidance**, faculty of Arts– Ain shams University (Grade: very good).

Work Experience (two years of experience)

Airline Operations Specialist at Cairo International Airport for Aero Services Egypt (ASE)

(February 2022 – present)

- Coordinate the flight movement with the oversees destination airports via emails/telephones.
- Liaise with air traffic control and update the schedule with delays or early departures.
- Properly maintain flight logs on the computer system
- Ensure that flights have clearance for take-off and landing at their allotted times.
- Prepare flight schedules and obtain relevant authorizations for those flights.
- Provide a high level of customer service in responding to questions and inquiries from the public, airport stakeholders, and/or governmental regulatory agencies.

Airline Traffic officer at Cairo International Airport for Aero Services Egypt (ASE)

(October 2022 – February 2023)

Carried on the following duties:

- Check passengers' documents and weight of all their cargo baggage.
- Check reservation status, check passengers in for the flight and give the Boarding pass.
- Guide connecting/transit passengers.
- Observe safety regulations while/after passengers getting on board.

Performed the mentioned above duties for several International Airlines like; AirCairo, LOT polish airline, AEGEAN Airlines, Fly Nas, ..etc.

HR Personal at Hilton Cairo World Trade Center Residencies *(March 2018 – July 2018)*

Mainly in this period carried on the following responsibilities:

- Process payroll.
- Maintain employee records.
- Conduct benefit analysis.
- Dealing with the social insurance and medical insurance.

HR Training at “Injaz Egypt” *(December 2017 – February 2018)*

- HR employee key skills.
- Personal Principles.
- Human Resources development.

Airline Customer Service Agent at Cairo International Airport for Egypt Air *(July 2015 – April 2016)*

responsible for providing excellent customer service by handling the following:

- information inquiries.
- reservations and ticketing.
- passenger check-in and baggage check-in.
- aircraft preparation and problem resolution for all passengers and potential passengers/guests.

Technical skills

- Microsoft softwares; Excel, word and outlook.
- Aviation departure control systems; Amadeus Altéa, Iport and Go now.

Key Strength

Good communication skills, Co-operation and Co-ordination, Promptness, Sincerity and team player

Personal Data

Date of Birth: 3rd of March, 1993

Address: 9th District, Obour City – Cairo, Egypt

Marital Status: Married

Military Status: Not Applicable.