**Mofanna**

**Summary**

A motivated, dynamic and organized person with a multicultural background seeking a challenging position in a diverse worldwide company of Business and Management that will enable me to fully demonstrate my capabilities and implement the knowledge I have acquired in the management of any future business. Young, energetic &amp; a fast learner in any task I am assigned with; I have worked across different industries including: Hospitality, customer services, marketing and management, airport and aviation operation. I have started working at a young age &amp; skilled when it comes to customer, client and partner relationship / CRM as well as quality service, leasing and property management. Skilled at learning new concepts quickly working well under pressure, and communicating ideas clearly and effectively. To obtain a challenging position in a firm related to my work experience. Can take pressure and work with groups or alone.

**Highlights**

* Loud control Ramp handling
* Ramp safety DGR handling
* Wight and balance Superior communication skills
* Safety-oriented Conflict resolution
* Team player First Aid certification
* Skilled multi-tasked Excellent judgment
* Adaptable Organized
* Fast learner

**Experience**

**Capital Trading – UFA/Russia**

ASSISTANT MANAGER July 2013-Present

Responsible for leading a team and selling products and service to customers. In charge of ensuring that company meets its sales targets and operational goals, all whilst adhering to the company’s policies and procedures.

* Assisting the General Manager at operational level in the planning and execution of all work related duties.
* Running promotional campaigns to market products.
* Proactively building, developing and maintaining relationships with all staff members.
* Disciplining employees when required.
* Identifying staff training needs.
* Communicating information to staff and supervisors in professional manner.
* Assisting customers with their question, problems and complaints.
* Assisting in the recruitment, training and development of staff.

Supporting customers and other members of the team with sales advice and product support.

**Capital Restaurant – Sterlitamak/Russia**

Head chief BBQ. May 2011-June 2013

 • Take grilled food orders from waiters
• Season and prepare food items for grilling
• Grill requested food items in accordance to customers’ specifications and preset recipes
• Manage portions of grilled food items and garnish them
• Regulate temperature of broilers, grills and roasters
 • Taste and evaluate food items before serving
• Receive raw food items from suppliers
• Ensure that all supplied items are of good quality and accurate quantity
• Ensure refrigeration and rotation of food items
• Label food items appropriately
• Discard any expired or near expiry food items
• Arrange prepared food items in an aesthetic manner
• Check and recheck equipment temperature to ensure accuracy of order
• Maintain work area by cleaning and sanitizing constantly
 • Manage inventory of food supplies
• Cool food items to standard temperatures before serving

 **Uralsk Hotel – Sterlitamak/Russia**

Guest Relations Executive April 2009-March 2011

* Welcome guests during check-in and giving a found farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Follow the house rules and policies laid down by the management.
* Providing information regarding the Hotel, town attractions, activities etc.
* Check on VIP reservations, complete their pre-registration formalities.
* Allocate rooms to all arriving guests.
* Maintain up-to date information on room rates, current promotions, offers and packages
* Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Co-ordinate with housekeeping for clearing of rooms.
* Collect Guest feedback during guest departure along with his likes and dislikes.
* Perform basic cashier activities as and when required.
* Maintain guest lockers for safe custody.
* Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.

**DNATA Dubai Airport**

Ramp Operation Team Leader June 2006-March 2009

* Leading the allocated staff and managing the equipment.
* Overseeing the safe arrival and on- time departure activities (on-loading, off-loading and ground support) of the aircraft on the ramp.
* Overseeing the accurate processing, storage and dispatch of both inbound and outbound Baggage, Cargo, Mail, Courier, and /or ULDs (Unit Load Devices).
* Liaising with all departments and sections where required.
* Ensuring that any loading deviation is authorized by the dispatcher or load controller before release of the aircraft.

**DANATA Dubai Airport**

Passenger Services Agent September 2003-June 2006

* Provides assistance and customer service to passengers by performing check-in, reservations,
ticketing, and baggage processing duties
* Provided traveling public with concise, clear, and courteous up to date flight information including direction assistance.
* Provided Check-in assistance, ticketing changes, re-booking of itineraries and special service request for passengers
* Worked as a team member to accomplish timely passenger check-in at ticket counters, departures, and arrival gates
* Answer inquiries regarding information such as schedules, accommodations and procedures

**Sharjah International Airport**

Cargo And Fright Controller August 1998-Septemper 2003

* Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
* Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
* Estimate freight or postal rates, and record shipment costs and weights.
* Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
* Keep records of all goods shipped, received, and stored.
* Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
* Retrieve stored items and trace lost shipments as necessary.
* Attach address labels, identification codes, and shipping instructions to containers.
* Coordinate and supervise activities of workers engaged in packing and shipping merchandise.

**Languages**

* English-Degree: Excellent
* Arabic-Degree: Excellent
* Russian-Degree: Excellent

**Education**

Skyline College September 1993-June 1996

Advance Diploma In Travel And Tourism Management

**Personal Information**

* Date of Birth : 23/3/1976
* Nationality : Russian
* Gender : Male
* Marital Status : Married
* Military Status : Does not apply
* Computer Skills : Very Good

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