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| **Assan**  ***Logistics Operations / Business Development Professional***  ***Job Focus on Aviation Industry***  **E-mail:** [assan.346748@2freemail.com](mailto:assan.346748@2freemail.com) | Untitled |

**Profile Synopsis **

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Versatile, Dynamic and Gulf experience Management Professional equipped with 10+ years record of delivering key significant contributions towards continued business growth within Aviation Industry (Sharjah Airport & Emirates Airline). Demonstrated robust competency in directing a wide range of duties in domains of Senior Customer Sales and Resource Allocator, Airport Customer Service Lead Agent / Airport Operation, General Administration and Client Relations with high service standards in delivering customer satisfaction that immensely contributed to continued business growth. Possess knowledge of various procedures & practices related to Logistics Management, Warehouse Management, Storekeeping, Inventory Control, Business development & Vendor-client relations. Possess strong leadership ability with enthusiasm to proactively provide assistance in streamlining development of organization's workforce and equipping staff with knowledge, devising innovative strategies, achieving set targets, and developing contacts with industry key players. Desirous of continuous learning with excellent analytical, problem solving, decision making, organization, coordination, time management, communication and interpersonal skills; Seeks a challenging work profile where gained skills, experience and management skills will have a valuable impact.

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| **Strengths** | |
| * Accomplished MBA Specialized in Aviation Management * 8+ years experience within UAE Aviation Industry * Client-Vendor-Supplier Relationship Management * Excellent Negotiation/Presentation/Interpersonal Skills * Superb Analytical, Organization & Coordination skills | * Competency in Logistics Operation/Business Development * Policies Implementation/Training & Development Skills * Perceptive in Storekeeping/Warehousing/Inventory control * Cost reductions/profit maximization/business development * Outstanding Team Spirit & Leadership Capabilities |

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| **Educational Qualification** |

**Master's Degree in Business Administration specialized in Aviation Management Jan 2011 – Sept 2013**

*Coventry University, UK/ Emirates Aviation University, Dubai UAE*

**Bachelor's Degree in Management Studies Jan 2003 – Dec 2006**

*Institute of Commercial Management, Banjul the Gambia*

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| **Career Progression** |

**Senior Customer Sales and Resource Allocator –** *Emirates Airlines, Dubai* **Aug 2010 – Jan 2017**

**Airport Customer Service Lead Agent / Airport Operation –** *Sharjah Airport, Sharjah* **Apr 2008 – Jul 2010**

*Sharjah Aviation Service at Air Arabia Airlines Sharjah*

**Personal Assistant –** *Senegambia Beach Hotel, Gambia* **Dec 2006 – Jan 2008**

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| **Key Achievements** |

* Gained 8+ years UAE experience within Aviation Industry (Sharjah Airport & Emirates Airline) in domains of Senior Customer Sales and Resource Allocator, Airport Customer Service Lead Agent / Airport Operation, General Administration and Client Relations.
* Accomplished Master's Degree in Business Administration specialized in Aviation Management from Emirates Aviation University, Dubai, UAE.
* Successfully achieved Emirates Group Najm Award in recognition of doing a great job in supporting the migration of the Emirates Airlines Contact Centre in Dubai to Tawasul in 2011.
* Accomplished mentoring and coaching award from Emirates Airlines Global Contact Centre Management in the integration of the Russian, French, Spanish speaker into Emirates Reservation and ticketing team in 2013.
* Successfully completed various training such as Customer Service Management, Complaint Handling and Resolution, Airport Customer Service and Flight Handling procedures.
* Gained award recognition for obtaining highest score in revenue for the month and 100% customer satisfaction, application of the Emirates group 4 pillars of quality.
* Attained top team award best performer for the month in 2014. Received an award as a member of Emirates Airlines Emergency Response unit in 2013.
* Personally committed to continued growth & excellence, has the drive, energy, leadership and implementation skills.

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| **Core Competency** |

**Logistics Operations Management**

* Responsible for Logistics over site of all operational positions concerned with directing, developing and performing specific mission operations; aircraft, and other designated programs.
* Resolves the issues related to storage, safety, and HAZMAT Storage. Manages storage space utilization and develop locations system and care of supply in storage.
* Maintain a thorough understanding of the fundamental nature of operations and assist in logistics services.
* Analyze all aspects of corporate logistics to determine the most cost-effective and efficient means of transporting products or supplies. Plan and implement material flow management systems to meet production requirements.
* Direct inbound and outbound logistics operations, safety performance, and logistics quality management.
* Oversee financial impact of logistics changes such as routing, shipping modes, product volumes, mixes and carriers.
* Develop and implement schedules, plans and provide recommendations to improve efficiency of logistic services as well as compliance to specific standards.
* Collaborate with other departments to integrate logistics with business systems and processes, such as customer sales, order management, accounting, and shipping.
* ***Performance measurement:*** Evaluate based on account performance, new customers acquired, productivity and delivery of service.
* ***Operations process adherence:*** use personal judgment to satisfy customer expectations regarding pickup and delivery of product to meet expectations.
* Serve as contact for the branch in matters regarding problem resolution, rate and contract negotiations.

**Business Development Management**

* Responsible for the development of aviation marketing strategies, Management process and strive to deliver top quartile performance. Represent the aviation business on the B2B Businesses, Maintain and monitor the global offer pricing framework.
* Effectively manage relationships with the internal stakeholders, including aviation and energy marketing manager, business development, and sales operation to ensure effective engagement and buy into the marketing offer programs.
* Serve as a key member of the AIME (aviation, industrial, marine, and energy, marketing team taking the lead on all aviation projects.
* Direct marketing - Email Marketing – researching and purchasing external data, preparing data for mail-outs, creating content, analyzing results.
* Formulate & deliver integrated marketing campaigns organize & manage client and supplier facing events & exhibitions.
* Drives sales strategies for the attainment of periodical targets with a view to optimizing revenue, both directly as well as through channel partners.
* Stay abreast of market trends to obtain intelligence reports regarding competition and facilitating the formulation of strategies to counter competition.
* In conjunction with the Aviation Products Sector (APS) Business Communications, collaborates on the development and execution of the annual marketing communications plan including budgets, branding, messaging, advertising, trade shows, collateral, web strategies and content equity.
* Identify and developing new streams for long-term revenue growth and maintaining relationships with customers to achieve repeat/ referral business.
* Develop new business partners to expand product reach in the market and coordinating with the dealers to assist them in promoting the product.

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| **Proven Job Role** |

**Senior Customer Sales and Resource Allocator –** *Emirates Airlines, Dubai*

* Formulate and implement business targets & enhance customer satisfaction through the prompt resolution of issues and qualitative service delivery.
* Maintain updated knowledge of organized customer management best practices & customer relationship management.
* Coordinate activities related to customer life cycle management. Ensure compliance to quality parameters including document, system management & regulatory parameters.
* Implement various process improvement initiatives & streamline operations to optimize customer service operations.
* Establish & maintain a productive business relationship with high-end customers through the entire customer lifecycle for the accomplishment of retention targets.
* Evaluate customer requirements and recommend proposals by undertaking the detailed fundamental analysis. Assist customers and provide services to them so as to fulfill their complete requirements.

**Airport Customer Service Lead Agent / Airport Operation –** *Sharjah Airport, Sharjah, Sharjah Aviation Service at Air Arabia Airlines Sharjah*

* Administered check-in counter, passenger’s luggage, issued the boarding pass; seat selection and ensured airline regulation regarding seizes, weights are completed.
* Coordinated the boarding of passengers to the airplane and monitored hand luggage’s and Kept records of left behind baggage’s, miss-connections, deportees, inadmissible passengers.
* Lead, mentor & monitor the performance of the team to ensure efficiency in operation. Identifying training needs across levels through mapping of skills required for different roles.
* Provided an accurate airline quotation according to airline tariff structure for the routing, class of service and application of ticketing formality when applicable.

**Personal Assistant –** *Senegambia Beach Hotel, Gambia*

* Provided administrative support to the administrative manager and managed other tasks as assigned by the manager and also attended meetings and assisted in creating new policies and plan company’s objectives.
* Assume full responsibility for business communication and interaction with a spectrum of clients or other third party dealing with the organization. Develop good working relations with the same.

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| **Professional Development** |

* Customer Service Management, Complaint Handling & Resolution and Retail Operations Management - Emirates Aviation College - March 2013.
* Airport Customer Service and Flight Handling procedures - Skyline University College Sharjah in June 2008.
* Emirates Airlines Computerized Reservation System & frequent flyer program - Emirates Aviation College - Aug 2010.
* Sharjah Aviation Service and Air Arabia Airline for SDCS (Sita Departure Control System) - Sharjah Aviation Service Training Centre - April 2008.
* Emirates Airlines Advance Fares and Ticketing Course - Emirates Aviation College - August 2010.
* Air Arabia ground safety & passenger security procedures - Sharjah Aviation Service Training Centre - Sept 2008.
* Sharjah Aviation Service dangerous goods & handling procedures - Sharjah Aviation Service Training Centre - December 2009.
* Emirates airlines business development training - Emirates Aviation College - May 2012.
* Emirates airlines Emergency response unit training - Emirates Aviation College - Jan 2013.

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**Internship Project:**

* Airport and Airline Operation Integration Management for Dubai Airport Terminal 3 and Emirates Airline (Dissertation for Master Degree).

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**Affiliation**

* Member of Emirates Airline Skywards Migration Team from Al Ramool to Dubai Outsource Zone.

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**I.T Proficiency**

* Proficient in MS Office application (Word, Excel, PowerPoint, Outlook, Email application and Internet).

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| **Personal Details** |

Nationality : Gambian

Date of Birth : 08th Sep 1982

Marital Status : Single

Visa Status : Employment Visa

Languages : English

Reference : Available upon request