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|  |  | Eng. Elie  [Elie.360548@2freemail.com](mailto:Elie.360548@2freemail.com) | | | | | | | | | | |  | | | | |  | |
| **Operations Management** | | | | | | | | | | |
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|  | | | Career Objective | | | | | | |  | * Program Manager / Market Researcher and achievement-driven professional with over 10 years of experience in world-class environments, seeking position progressive marking department.. | | | | | | | | | | | | |  |
|  | | | SUMMARY OF QUALIFICATIONS | | | | | | |  | * Expertise conducting research required to develop strategically sound business plans and used to generate capital. * Excellent business acumen and capable of designing research methods * Analytical and logical mind aimed at interpreting pertinent market data and making actionable recommendations * Effective communicator with a great ability to write reports and prepare presentations. * Ability to work independently with a keen focus on driving execution of secondary and primary research projects * Extensive understanding of working in a matrix organization by virtue of versatility and hands-on approach | | | | | | | | | | | | |  |
|  | | | Professional Experience | | | | | | |  | Crew Operation Officer | | | | | | | | | | | | |  |
|  | | | | | | |  | **Emirates Airlines - Dubai** | | | | | | | | | | 2013- Present | | |
|  | | |  | | | | | | |  | * Planning and managing manpower and logitics. * Time managemnt and cross utilize manpower and facilities. * Forecast and place the initial catering meal orders for each flight by analyzing meal uplift data and taking into consideration operational factors such as over bookings, no shows, transfers, miss-connections and pay load restrictions * Directed affiliate programs, data management, tracking, and reporting. * Present information to senior management of client organizations. Specialized in entrepreneurial start-up activities, business plan development, and venture capital solicitation. * Conducted focus groups to identify operations segments and penetration.. * Analyze individual station performance on meal uplifts/wastages, highlighting trends and initiating corrective action where required, with station managers to establish appropriate control and achieve meal wastage targets. * Wrote and presented report to management including strategic recommendations. * Addressed all marketing research needs. * Monitor operation performance of network stations by carrying out audits of inbound flights and place recommendations. * Gathered data to develop comprehensive business plan and marketing reports. | | | | | | | | | | | | |  |
|  | | | | | | |  | Baggage SHIFT IN-CHARGE | | | | | | | | | | | | |
|  | | | | | | |  | **Dnata - Dubai** | | | | | | | | | 2011- 2013 | | | |
|  | | | | | | |  | * Managing the allocated resources (both staff and equipment) for the accurate processing, storage and dispatch of both inbound and outbound Baggage, Cargo, Mail, Courier, and/or ULDs ( Unit Load Devices). * Provides leadership and direct supervision to a team of staff, to ensure the accurate processing, storage and dispatch of a specific load and/or equipment, in line with service delivery targets and schedules, and within the boundaries of safety and regulatory requirements. * Plan and execute the workload for a specific activity by closely monitoring the flight schedules. * Brief team members, delegates tasks and oversees activities to ensure the safe and effective dispatch of inbound/outbound cargo, baggage, and/or ULDs to the respective sortation areas. Briefs team members on special carriers handling instructions, and assists the Supervisor to promote best and safe practices at work. * Strictly comply with all relevant company Standard Operating Procedures, Work Instructions, and Airport Authority Standards and Regulatory requirements. * Responsible for all safety issues (including Dangerous Goods) and ensure that all team members comply with the laid down safety regulations at all times. * Immediately report to the Supervisor any damage to aircraft, equipment or any injury to a team member. * Ensure the smooth running and serviceability of the relevant support systems and/or equipment, and takes necessary steps in case of failure or breakdown. * Maintain an accurate record of all the baggage, cargo and/or ULDs processes through the assigned area by using the appropriate recording system. Where required ensure that all the ULDs are stored and maintained in an orderly manner to assist in the easy identification of the various airlines ULDs.  |  | | --- | | * Effectively liaise with all concerned sections to ensure that necessary information and adequate serviceable handling equipment is available on time. | | * Carry out on-going performance management by undertaking reviews & assessments, identifying training needs and coaching and supporting the on-job-training of all team members. | | * Complete all pre and post flight activities, and any other administrative requirements. Where required, upon completion of departure activities, takes stock of all mishandled/missing baggage, establishes reasons for the mishandling, and dispatches advisory messages to down-line stations as appropriate. | | | | | | | | | | | | | |
|  | | | | | | |  | Business Development Administrator | | | | | | | | | | | | |
|  | | | | | | |  | **GMA AL SALMEEN/AKKILA company Ltd.- Abu Dhabi** | | | | | | | | | | 2009 - 2011 | | |
|  | | | | | | |  | * *Managed behaviorally-based research projects including proposal writing; methodology, instrument and sample development; field coordination; data coding, analysis; and report writing. Included customer and employee studies, communication audits, market analysis, namellogo testing, constituency relations, positioning, and consumer studies.* * *Coordinated and executed marketing activities aimed at customer retention and development* * *Planned marketing communication programs through various channels.* * *Established production timelines and budgets.* * *Assisted in developing marketing material.* * *Reviewed marketing material.* * *Drove revenue and ensure return on investment* * *Tender writing, document formatting, editing and proof reading* * *Professional document production* * Accurate and timely preparation/development of business documents and proposals (internal and external) including reports, presentations and newsletters * *Organising meetings, developing agenda's and minutes* * *Printing, binding and filing (hard copy and electronic)* * Organising business events and activities * Development of marketing material and initiatives * Professional communications with employees and clients | | | | | | | | | | | | |
|  | | |  | | | | | | |  | Division Manager | | | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **Royal Index LCC - Dubai** | | | | | | | | | | | 2008 - 2009 | |  |
|  | | |  | | | | | | |  | * Registering the company in various client entities * preparation of prequalification documents. * Support strategic plans of the company by providing research information. * Deliver insights regarding the reasons that impact the success of businesses. * Suggest research solutions following strategic plans of action. * Prepare annual analysis of existing and potential business directives. * Develop new products and programs to support corporate sales. * Provide advice on pricing strategies. * Examine competitors’ marketing methods and sales activities. * Devise focus group discussions and conduct surveys. * Determine the need for adding new lines to existing products * Institutional and legal framework development, making legal and regulatory changes to enable organization and agencies at all levels and in all sectors to enhance their capacities. * *Established and maintained strong relations with clients.* * *Provided support to the Trading team through answering questions, problem solving, customer correspondence,* * *Maintained and developed client’s database.* * *Responsible for daily market analysis reports and keeping clients Informed with all up to date information’s.* | | | | | | | | | | | | |  |
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|  | | | Education | | | | | | |  |  | | | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **DIPLOMA IN ENGINEERING - Homs University, Syria** | | | | | | | | | | | 2002-2007 | |  |
|  | | |  | | | | | | |  | **INDUSTRIAL /LOGICAL CONTROLLING - Syria** | | | | | | | | | | | 2007 | |  |
|  | | |  | | | | | | |  |  | | | | | | | | | | | | |  |
|  | | | Languages | | | | | | |  |  | | | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **Arabic** | | * **Native** | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **English** | | * **Fluent** | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **German** | | * **Fluent** | | | | | | | | | | |  |
|  | | |  | | | | | | |  |  | |  | | | | | | | | | | |  |
|  | | | Personal Details | | | | | | |  |  | |  | | | | | | | | | | |  |
|  | | |  | | | | | | |  | **Nationality:** | *Syrian* | **Visa Status:** | | | | | | *Employment* | | | | |  |
|  | | |  | | | | | | |  | **Date of Birth:** | *25/10/83* | **D/L:** | | | | | | *UAE* | | | | |  |
|  | | |  | | | | | | |  | **Marital Status:** | *Single* | **Gender:**  **Notice period:** | | | | | | *Male*  *One month* | | | | |  |
|  | | |  | | | | | | |  |  |  |  | | | | | |  | | | | |  |
|  | | | My Skills | | | | | | |  |  | |  | | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Microsoft Office.*  *Data analysis programms* | | | | *Budget and Business Management* | | | | | | | | |  |
|  | | |  | | | | | | |  | *Operating softwares.* | | | *Decision making and developing.* | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Adobe Photoshop.* | | | *Self-confidence,and motivation.* | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Corel Drew 11 – 13.*  *Presentations skills* | | | *Creating New Ideas.*  *IT & Computer* | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Team building & trainning*  *Time Management* | | | *Prioritizing and Problem Troubleshooting.* | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Accuracy*  *Achieving Goals.* | | | *Dedication: Staying on the job until it is finished.* | | | | | | | | | |  |
|  | | |  | | | | | | |  | *Communication skills with public, fellow employees and customers.* | | | | | | | | | | | | |  |
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|  | | |  | | | Sincerely  Eng. Elie | | | | | | | | | | | | | | | | | |  |
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