### Experience

****

mary

# Objective

To share my expertise and skills with any leading organization where I can add value in customer service, sustainability, innovation and contribute overall to the company goals and key objectives.

## Skills & Abilities

Effective communication skills, Time management, Fleet planning, Load control and handling, Airline check-in and ticketing. Revenue management, Leading and supervising a team, working under pressure, managing conflicts, computing skills, handling complaints& analyzing Reviews. Planning, strategizing and Arithmetic skills.

## Vitals

Dubai, U.A.E.

**T+971504753686**

Mary-398982@2freemail.com

#### load Control officer

#### airports operations

30 JULY 2011 - JULY 2020

I was responsible for effective planning and preparation of all system and Manual Weight and Balance documentations- loading instructions. Load sheets and trim sheet, ensuring they were accurate and met the required safety and legal standards.

I was responsible for optimizing load, flight performance and achieving on –time departures, ensuring load factor and balance creating efficiencies through use of different hold versions weight and load distribution, depending on aircraft types. Ensuring trim sheets reflect an optimum aircraft AFT weight so as to create efficiency in Fuel Consumption during flight.

I ensured effective coordination and communication of information to and from various stakeholders i.e. captain flight operations, ground handling staff as well as the airlines.

LICENSE: Emirates Weight and Balance License: LIC.7454 A/C TYPE: A319 /A330 /A340/A380/ B777/ 787

Airport operating Systems knowledge: ALTEA FM, MACS, SITA, MARS, GUI, EASY MARS,SMART LOAD.

#### emirates airline

##### **Senior systems service agent**

##### 1JAN2008 - 29th July 2011

I was responsible for managing all Emirates flights through the Departure Control system. Ensured that check –in, weight and balance were handled in accordance with respective procedures. Ensured flights were on time for departure without Compromising on the level of service provided to customers

#### emirates airline

# corporate Trainings:

* Communication Foundations
* Customer Service foundations
* Phone based Customer service
* Time management Fundamentals
* Effective Listening
* Leading Effectively
* Managing stress for positive change
* Learning Excel 2016
* PowerPoint quick tips
* Outlook quick tips
* Leadership stories
* Improving Employee performance
* Team Participation: Resolving Conflict in teams
* Team Participation: Team Communication
* Microsoft Teams Essential Training
* ALTEA FM System Training
* Dangerous Goods Handling
* Emirates Weight and Balance Licensing
* Emirates MACS Weight and Balance
* Advanced load control
* Fundamentals in Load control
* Airside load management
* 777-300ER to -200LR
* Aviation Security Level - 1 Recurrent
* Corporate Induction - Group Safety
* Delivering the Ultimate Experience –Workshop
* Human Factors Training for Airport Operations
* Dnata Vision, Mission and Values
* Effectively Communicating in Teams
* Business Excellence: The Fundamentals of Quality
* An Essential Guide to Giving Feedback
* Basic Geography
* Live Animal Regulations
* Heartbeat
* Tempus Telemedicine
* Cardiac Emergencies
* Providing Family Assistance
* Performance Matters
* Food Safety and Hygiene
* Revenue Management
* Airline costs
* Fleet Planning
* Basic Aeronautics
* Displaying Fares
* Issuing Electronic Tickets (Online)
* Dubai quality Awards (Online)
* Business Excellence (Online)
* Information System Protection (online)
* Electronic 131628- Health and Safety Training
* 131624- Dangerous Good for Passenger Handling
* 131622-Emirates Business Skills
* Dangerous Goods For Passenger Handling(Online)
* Tickets (Online)
* Accepting Passenger Interline Electronic Tickets (Online)
* 131604- Emirates Essentials
* 14944- Welcome Aboard- Ek Group Induction
* Introduction to Skywards (Online)

corporate Induction (online)

##### **airport services agent**

##### 5 nov2006 - 31 dec 2007

I was responsible for check-in, guiding and boarding of passengers at the Dubai concourse

#### grand hyatt hotel dubai

##### **food and beverage service & sales**

##### 2004 - 2006

My responsibilities included hosting, cashiering, service of food and beverage and sales.

### Education

#### kenya institute of business management

Certificate in Business Management

#### kenya utalii college

Certificate in Food and Beverage Service & Sales

#### spring board college

Computer packages

### COMMUNICATION

Working for the most sophisticated travel sector, communication has been my strongest skill on a day to day basis in ensuring success in the field.

### LEADERSHIP

I have led various teams through briefings, coordinating and sharing critical information while working as a load controller and senior service systems agent.