



## Timothy Kamau

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### Personal Profile:

An enthusiastic and dedicated professional with extensive experience across all areas of Aviation airport operations, Marketing & retail sales and Malls management. An exceptional leader who is able to develop and motivate others to achieve targets; can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, performing effectively within a highly pressurised working environment.

### Objective:

Now looking to progress into a management leadership position within logistics & Operations. Therefore keen to find a new and suitably challenging role

### Career History

Sep 2019-Sep 2020

Emirates Flight Training Academy

#### Job profile

#### Ramp line Service Technician

- ✎ Transport the operating crew from the main access building landside to the aircraft, ensuring safe and efficient turnaround for all flights.
- ✎ Provide technical and administrative support to the operating crew, ensuring all relevant personnel records and technical equipment are readily available to conduct an efficient operation. Operate the headset/radio to provide communication between ground crew, flight crew, and tower.
- ✎ Ensure that aircraft stands and surrounding areas are kept clean and remain free and safe from debris prior to aircraft departure and before each aircraft arrival. Liaise with Dubai Airports to dispose of waste or Foreign Objects Debris (FOD). Support with cleaning and washing the aircraft when required.
- ✎ Initiate and connect the ground power unit (GPU) and technical support for the aircraft when required.
- ✎ Facilitate and liaise with the refueling trucks to alert them to refuel the aircraft in a timely manner.
- ✎ Enable the air-conditioning units to pre-cool the cabin prior to crew arrival.
- ✎ Connect the tow bar and tug for push back or towing the aircraft.
- ✎ Provide marshalling services to taxi the aircraft to the prescribed stand or hangar, ensuring accurate placement of chocks and safety cones if necessary, and the safe movement of crew, ground staff or other vehicles. Ensure all aircrafts are tied down, covered and made secure during severe weather.
- ✎ Promptly and safely tow the aircraft and handover to the hangar for maintenance purposes.
- ✎ Communicate with ground dispatchers, maintenance and fueling personnel to provide effective ground support for aircraft needs and

quick turnarounds.

- Disinfection of aircraft before departure and after arrival as per Cov-19 procedures.
- Assist flying instructors and cadets in preparation for flight before lesson starts and communicate if any cancellation or changes done.
- Report and escalate any issues raised in the tech-log to licensed aircraft engineers for rectification.

Nov 2010- Sep 2019      Emirates/Dnata Airline (Dubai/DWC international Airport).

#### Job profile

##### **Team leader – Airport operations**

- To supervise all activities related to the assigned areas on shift to ensure that the team is providing the best services and optimum quality to the customer airlines.
- Plans the distribution and allocation of resources to ensure that the area concerned processes and activity are completed within the stipulated timings.
- Ensures safety of staff and guides them to work safely by providing support, direction whilst being a role model for the desired safety behaviours and leading with safety.
- Leads shift briefing of the team, at the start of shift, for the responsibilities on the day of operations, that staff are aware of what is expected of them in line with service level agreements.
- Conduct safety briefings regularly at the beginning of the shift to ensure that all safety standard are adhered to.
- Complies with all relevant safety, quality and environmental management policies, procedures and controls to ensure a healthy and safe work environment.
- Ensures implementation of work instructions and compliance to establish standard operating procedures.
- Ensure smooth running and serviceability of the relevant support systems and/or equipment, and takes necessary steps in case of failure or breakdown.
- Maintains appropriate records and documentation for the shift in the assigned area.
- Ensure all equipment's are handed over for preventive maintenance once due date reaches.
- Assist in manual handling activities if required.
- Raising orders and procuring aircraft interior store items
- Maintaining inventory and flow of materials from interior stores.
- Ensure to maintain MSDS of all materials stored in case of emergencies.
- Ensure all items are stored appropriately under room temperature.

#### Trainings undergone

- Ramp and airside safety induction
- Emergency response
- Airside driving training
- Aircraft cleaning operations
- Aircraft team leadership and excellence
- Customer service
- Airport security
- Aircraft Interior store keeping
- Fire warden
- Cov-19 aircraft disinfection
- Aircraft marshalling
- Dangerous goods cat 8
- Safety management

6<sup>h</sup> July-08 to 20<sup>th</sup> April-10

Emaar- The Dubai Mall

#### Job Profile:

##### **Customer Service Officer - Pre opening team**

- Its primary purpose is to provide an administration and support function to over 1200 retail stores within the mall.

- This involves the handling of all routine back-office functions, such as documentation, Events requests, and responding to Guest enquiries for Promotions.
- Reported to the Marketing Manager with responsibilities for management, training and development of staff and monitoring the quality of the total service provided.
- Responsible for Mall management operations for all Marketing & Promotion events.
- Communicate all information to fellow colleagues regarding special promotions and Events.
- Handled sales events for charity by selling greeting cards on last Christmas within the mall
- Helped to promote Sega Re-public and reel cinema on their 1<sup>st</sup> day of their opening Expedite front lines, direct flow of guests, and ensure that each guest receives outstanding customer service by providing a friendly environment.
- Resolving guest and Retail complains.
- Maintaining the mall operations facility, for smooth running of the Mall
- Promote good Customer relations by consistently providing Premier Guest satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times
- Maintain knowledge of the mall operations, procedures, and take responsibility to keep up to date on any changes.
- Handle consumer and business problems with professionalism, directing more complex issues seamlessly to the Customer Services Manager, or other management needed.

Jan2007-June 2008

Apparell Group llc –Retail

#### Job Profile

#### Retail sales executives

- To provide a high level of customer service at all times internal and external by being aware of the product categories and being able to assist and advise customer's in a professional manner.
- Turning Customer Service Into Sales
- Presentation and Housekeeping
- Visual Merchandising for store display
- Stock management and Stock Loss Prevention
- Reservations and Enquiries
- Receiving and Answering Customer calls and queries
- Dealing with Unexpected Customers and offering refund and exchange policy
- Till Service and processing transactions efficiently and accurately
- Advising customers on products,sale and promotions
- Achieving sales target as a team

**Achievement:** Dubai mystery shopper report 100% score

**Dec 18-07** Achieved 100% customer service score from Dubai service excellence scheme

#### Qualifications:

- Higher Secondary Schooling-Senior chief high school
- Diploma in **ground handling course:** Emirates Aviation University/Edith Cowan Australia.
- Diploma in **IATA/FIATA Cargo course:** Regional Aviation College
- Diploma in **IATA/DGR Dangerous goods course:** Sky net Institute & travel services
- Certificate in **Computer skills:** Wantech Computer College

#### Skills and strengths:

- A fast learner with good coordinating skills honed by involvement, cross-functional interaction and vertical liaison with cooperate office within the project.
- Good communication, leadership and organizational skills.
- Highly reliable, Assertive, Efficient and self motivated.
- Result Oriented and a good Team Player, ability to identify with current trends in the business world
- Creative and ambitiuos

#### Professional Skills:

- Multi-talented, merchandising oriented, retail sales executives seeking to contribute to the revenue Growth and development of a retail store.
- Seasoned in Hospitality & Service Industry.
- Time Management – Ability to work under Tremendous work pressure & Meet with dead-lines with ease and efficiency.

- C.P.R. Skills, First Aid, Handling Emergency Injuries and accidents.
- Team management – able to handle a team of more than 20 persons
- Inventory management
- Microsoft teams, Skype for businesses usage

#### Computer Skills:

- Knowledge of Computer-MS Dos, Windows 7,10, Word, Excel, PowerPoint, Internet & E-mail.

#### Language Skills:

- English-read, write & speak-advance level
- Swahili-read, write & speak-advance level
- Hindi-speak-basic level

#### Hobbies:

Swimming, basketball, travelling &socializing

#### Personal Details:

Date of Birth: 26July 1982

Marital status: Single

Religion:Christian

Citizenship:Kenyan

**Holds valid UAE driving license.**

**ADP-Airport driving licence manual minibus**

#### Referees

##### **Bashir Sule.**

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