



CURRICULUM VITAE

Ismail Satti

EMAIL: Ismailsatti5x@gmail.com

CONTACT NUMBER: +971 583002531

PERSONAL PROFILE

- + Date of Birth: 28 Sep, 1995
- + Civil Status : Single
- + Gender : Male
- + Nationality : Sudanese
- + Visa Status : Visit Visa
- + Language : English, Arabic (Native)

CAREER OBJECTIVE

An enthusiastic, natural rapport builder who has the passion for customer service and can create innovative solutions to keep customers committed to your brand and coming back for more. Besides, extensive helping through the customer service solutions, never closing an interaction until satisfaction is achieved.

Professional Experience

NAS_ National Aviation Services

Job Titles: Customer Services

From Nov 2016 – Aug 2019



Job Description:

- Check and gather departure movement messages.
- Check and gather movement messages.
- Develop flight plans together with flight crew.
- Document flight plans with authorities.

- Examine weather data to make changes to flight routes.
- Monitor flight schedules and report changes in flight schedules to stakeholders.
- Provide flight watch services for airlines under his/her charge.
- Report failure to follow safety or security standards to authorities.
- Understand and follow safety or security standards designed for teams.

Max Aviation Services

Job Titles: Customer Services

From Aug 2019 - Dec 2021



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EDUCATIONAL QUALIFICATION

- **Diploma in Marketing, Al-Ribat University, Khartoum, Sudan, 2016**

COURSES AND TRAININGS

- Dangerous goods **CAT-8 / CAT-10**
 - Airside safety.
 - Safety management system.
 - Access door.
 - Emirates turnaround coordinators training recurrent handbook.
 - Emirates ramp operations training.
- English language course

SKILLS & STRENGTHS

- Good Knowledge of Microsoft Office.
- Excellent interpersonal and communication skills.
- Good Analytical and Problem-solving skills.

- Good personality, attitude, and character.
- Tenacious and Adaptable to various work environment.
- Maintain excellent time keeping and attendance.
- Honest, reliable, trustworthy, and respectable.
- Ability to work for long hours under pressure.

REFERENCE:

Can be provided upon request

DECLARATION

I declare that the information provided above is true and correct to the best of My knowledge