



# Youssef Dib

## Customer service agent

Nationality : Lebanese  
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UAE driving license

### OBJECTIVE:

To be a part of a high reputable and progressive establishment which may enhance my abilities as a professional, persistence, innovation by working harmoniously with my colleagues as a team member to ensure a high standard service.

### PROFESSIONAL EXPERIENCE:

**Dnata Emirates group, Dubai international airport.**

**Airport customer service agent**

**Nov 2016 – July2020**

#### Job Responsibilities:

- Inspect and verify passengers documentation.
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations.
- Manage passenger baggage processing including handling and fee calculation if applicable.
- Assist passengers as needed through arrival and check in processes including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance.
- Make public address announcements as required.
- Direct passengers through Customs, Immigration, and quarantine as required.
- Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival.
- Comply with all airport authority and carrier security requirements.
- Operate computers and specialist equipment such as air-bridge, scanners and airline specific software.
- Produce work-related documentation when required.
- Maintain the highest standards of safety and security at all times.

Other duties as assigned:

#### Document and visa check:

- Passport and visa fraud prevention (For GCC and European countries).
- Profiling and document check (for Fly Dubai and other airlines).
- Inadmissible handling (including interception and investigation).
- Deportee handling (including interception and investigation).
- Providing training in specialized documents for airline and airport staff.

#### Administration / HR Recruiter

- Controlled and interpreted all relevant administration documentation to correct policy, standards and procedures were being followed.
- Coordinated with the team of admin assistants to support the admin logistics of the department.
- Planned and executed the comprehensive administration support for the department.
- Evaluated staff performance and issued disciplinary notices as required.
- Set up interviews to select qualified staff for suitable vacancies.
- Briefed all employees regarding company's procedures and policies.
- Helped facilitate resignation formalities/synopsis.

- Coordinated with hiring manager and participated in the interviewing panel.
- Prepared job descriptions for various positions and developed appropriate questions for prospective candidates.

**Dnata Emirates group, Dubai international airport.**

**Ramp Operation Team leader**

**Mar 2015 – Nov 2016**

Job Responsibilities:

- Responsible for supervising the loading and off-loading of aircraft in accordance with the loading instructions.
- Handled wide body and narrow body flights (FedEx, flydubai, etc.).
- Provided leadership and direct supervision to a team.
- Worked under time constraints to ensure the safe on time departure of aircraft.
- Briefed team members, allocated tasks and oversaw activities.

**Dnata Emirates group, Dubai international airport.**

**Customer Service Agent**

**June 2013– Mar 2015**

Job Responsibilities:

- Displayed excellent customer service skills, teamwork and understanding to achieve maximum customer satisfaction.
- Provided a consistent quality service to the customers and all passengers at designated areas
- Inspect and verify passenger documentation.
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellation.

**EDUCATIONAL BACKGROUND:**

2013-2017: Bachelor in Business and Human Resources Management

**LANGUAGE SKILLS:**

Arabic   
 English 

**INTERESTS:**

Traveling  
 Music  
 Sport.

**SKILLS**

Quality of Customer service  
 Taking responsibility  
 Time management  
 Ability to Use Positive Language  
 Clear Communication Skills  
 Multitasking

**Awards**

- Accepting the role of Customer service team leader role Oct. 2019
- Displayed excellent teamwork and dedication which enabled safe OTP of the flight Jul. 2019
- Dubai Police Excellent customer service Jan.2017
- Co-operation & support during disruption due to inclement weather May 2015
- Great job in the operations impacted by a major system outage Jan. 2014

## Certificates

- Dangerous Good for Passengers & Ramp Handling Sep 2019
- flydubai Products & Systems Training Jul 2017
- Ramp Operations Team Leader (ROTL) May 2016
- Principles of Weight and Balance Sep 2015
- Airside Land Management Aug 2015