

# MOHAMED YASEEN



UAE - Dubai



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To Obtain Position in Company Orgnaization where I can Use my Skills and increas my knowlege it would be a good chance to work in a group because the perfect team-work is a spirit for the successful orgnaization and I have a long and extensive experiance it will play a role to develope your orgnaization if i got a chance with you.

- Location : Dubai ( willing to relocate anywhere )
- Visa Status : Employment + NOC
- Language : Arabic (Native) + English
- Ready to Join immediately



## Work Experiance



### Customer Service - Call Center Agent

[noon.com UAE](#) / jan 2019 - Apr 2020

customer service representatives respond to requests from customers by phone or e-mail and manages the daily work load to ensure required service volume and quality levels are attained through standard policies, procedures, and best practices.



### Flight Operation Officer / Flight Dispatcher

[Green Flag Aviation - Saudi Arabia](#) / 2015 - 2018

Support Flight Operation Department key role within the company , coordinate all technical and operational factors such as the weather, overflight permits, route planning, aircraft performance, airport facilities, the aircraft's technical condition or fuel requirements. The department has a . also work as un airport supervisor to insure all operation going smoothly .



### Airport Customer Service Officer

[Green Flag Aviation - SUDAN](#) / 2010 - 2015

providing support to airline/airport customers before a flight, during a flight, and after a flight. assistance with bookings/reservations, processing boarding passes, and managing check-ins. Attention to detail and expedient problem-solving any passengers issues .



### National Service

[Ministry of health - SUDAN](#) / 2009

Biomedical Engineer - technical Officer

## — Photographing , Editing and Marketing

Freelance Job

Create and Make a Marketing Strategies for the Clients to achieve his Goal, using marketing strategies with Photographing and Designing



## Education and Certification

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- ✓ A/C Dispatcher and Flight Operation Licensing  
Sudan Civil Aviation Authority
- ✓ Hotels and Facilities Management Certified
- ✓ Reservation and Customer Service Certified
- ✓ IATA DG CAT 6 including class 7 Radioactive Material
- ✓ TOT Cerified
- ✓ ETOPS + International F/P + W & B
- ✓ CRM + DRM+ Flight Monitoring
- ✓ Human Factor
- ✓ Aviation Security
- ✓ Airside and Fuel Safety
- ✓ Digital Marketing Certified ( Specialist in Marketing Photograghy , Photo editing, photoshop, website desing , Google , Facebook visual Adv. and all advertising publications )
- ✓ Biomedical Engineer - Sudan university of science & technology



## Skills

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- Microsoft office (10+ years)
- Network (10+ years)
- Internet (10+ years)
- Photographer(10+ years)
- Computer hardware + Electronic maintenance (10+ years)
- Development Planner
- Human Resource Management
- Instructional Design
- Personal Trainer
- Socially Person
- Talented
- Problem Solving
- Working Under Pressures
- Team Leadership
- Self Motivation & Energetic