

Haitham Ibrahim

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Date of birth August 22, 1986

Citizenship Egyptian

Marital status Married

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Languages Arabic & English



Looking for employment by securing a position as Senior Airline Safety & Security Professional with dependable firm in which my experience and skills can be an asset to company.

Highlights of Qualifications:

Huge experience in managing security for airline - Deep knowledge of Airline security methods, practices, and procedures - Ability to maintain good relations with airline passengers and employees - Ability to write basic reports and interpret instructions - Ability to write basic reports and interpret instructions - Ability to identify various types of aircraft.

Areas of main expertise:

Aviation Specialist - Aviation Safety & Security - Hospitality Management - Customer Relationship Management - Business Management & Development - Business & Marketing Strategy - Problem Solving & Decision Making.

Experience

Nov 2017 - Jun 2020	<p>Airline Security Supervisor - Senior Travel Document Checker</p> <p>Emirates Airlines Hub, Dubai - UAE</p> <p>Provide a support service to operation related issues in order to ensure compliance and consistency with security policies, the Airline Security Program (ASP) and Security Management System (SEMS). Collate record, analyse and assist in investigating, alerting and reporting all irregularities that may result in the non-conformity of the organizations Security Policy.</p>
May 2014 - Oct 2017	<p>Senior Security Coordinator</p> <p>Qatar Airways Hub, Doha - Qatar</p> <p>Responsible checking travel documents and security procedures at HIA (Qatar Airways' Hub)</p> <p>Provide surveillance to QR property in all areas of Ramp operations</p> <p>Responsible for routine ramp patrolling, carrying out visual search and monitoring CCTV footage</p> <p>Control access to the CCTV room, and carry out initial fact findings on CCTV investigations and record incidents</p> <p>Monitor emails and telex messages and allocate staff to carry out specific tasks such as Valuable Vulnerable Cargo escorts, Firearm escorts</p> <p>Maintain regular contact with Immigration authorities, Airport Security, MOI, Airline Liaison Officers, and Contractors of Qatar Airways to ensure levels of protection and services are maintained at the highest standards</p>
Nov 2008 - May 2014	<p>Customer Services Supervisor - Passenger Services</p> <p>Cairo International Airport. Egypt</p> <p>Provide leadership and direct supervision to a team of staff to ensure the accurate processing, storage and dispatch of a specific load and/or equipment, in line with service delivery targets and schedules, and within the boundaries of safety and regulatory requirements.</p> <p>Complete all pre and post flight activities, and any other administrative requirements. Where required, upon completion of departure activities, take stock of all mishandled/missing baggage, establish reasons for the mishandling, and dispatch advisory messages to down-line stations as appropriate.</p> <p>Ensure that all team members strictly comply with all relevant company Standard Operating Procedures, Work Instructions, and Airport Authority Standards and Regulatory requirements.</p>
Jan 2007 - Nov 2008	<p>Sales and Business Development Associates - Tours</p> <p>Go Tour Egypt</p> <p>Show groups round attractions such as historic monuments, cultural centers and beauty spots, and provide them with background information to help them make the most of their visit. They may work with day-trippers or on walking tours, or support tourists on longer visits that involve overnight stays, perhaps to rural or remote locations.</p> <p>Typical responsibilities include:</p> <p>Undertaking research and planning tours</p> <p>Preparing and giving presentations</p> <p>Offering sightseeing advice</p>

	Organizing and leading excursions Problem solving Translating and interpreting Transporting and accompanying tourists
Feb 2006 - Dec 2006	Guest Services Executive Ramses II Hotel , Egypt Greeting clients as they arrive, coordinating their check-ins to assigned rooms and informing them about the hotel's facilities. Ensure that the front-desk staff, including receptionists and Concierges, offer stellar customer service and provide memorable hospitality experiences for guests. Provide upscale guest service experiences for clients throughout their stay Ensure clients are properly greeted upon their arrival Monitor daily bookings and ensure assigned rooms are prepared prior to check-in Coordinate luggage collection and storage Oversee check-in and check-out procedures, including reservations and financial transactions Monitor online booking platforms such as (Booking.com, hostleworld.com)

Education

Sep 2019	Diploma in Aviation Security Management Edith Cowan University Perth, Western Australia
Jul 2007	Higher National Diploma - Technical Technological College in Matareya Egypt
Jun 2004	High School Certificate

Career Development Courses

- Continuous training and monthly briefings with Emirates Regional Immigration Liaison Team in (Emirates College)
- Interviewing and communication training with Rod Cowan (Australian police representative in UAE)
- Emailing and reporting skills training with Rod Cowan
- Training with German Airline Liaison Officer
- Altea customers management training
- Basic Aviation Security Training
- CCTV monitoring and investigation
- ETD screening techniques
- Xray screening techniques
- Passports and Visas Training from Bundes Polizei Germany
- Certificate Aviation security course from Qatar airways
- Certificate customer experience from Qatar airways
- Certificate customer service leadership
- Certificate Safety management system Qatar Airways
- Certificate Aviation Industry from Cairo Airport company
- Microsoft Windows and MS office basics

Interpersonal Skills

- A polite and approachable manner at all times
- A reasonable level of physical fitness and strength
- A trustworthy character
- A flexible and responsible approach my job.
- The ability to be patient regardless of the situation.
- Good verbal and written communication skills - Arabic & English