

# BILAL AWNI ALI



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## OBJECTIVE

To find a challenging position where my extensive experience knowledge can be utilized.

## PROFESSIONAL SUMMARY

A specialized in customer relations with 9 years of well-developed interpersonal skills to improve customer satisfaction and a challenge seeker with the ability to enhance the working skills and ensure operations are carried out efficiently and effectively for the betterment of the organization.

## CAREER PROFILE

### Senior Airport Service Agent, 08/2011 to Current

Emirates Airlines, Dubai, UAE

- Fully adhere to all operational procedures (SOP) with regards to immigration and safety regulations.
- Supervised boarding staff to complete boarding for several an Acting Gate Supervisor.
- Served as a Documents check Agent for Special document required
- Identify and meet the requirements of the passengers at check-in desk, special services and boarding gates by adhering to service standards and procedures so that the passengers handled in a friendly and efficient manner.
- Initiate boarding at the gates, following laid down boarding priorities announcements, hand baggage removal, flight coupon reconciliation and head count confirmation in order to assist the process for a safe and on time departure of all EK flights.
- Deliver an efficient service at the transfer desks for connecting passengers to another EK / OAL flights to ensure transfer passengers are handled accurately and expeditiously.
- Ascertain the handling requirements of the various categories of passengers to facilitate them with special services requirements.

## SKILLS

- Good communication and well developed presentational skills.
- Excellent Co-ordination and liaison capabilities.
- Team player with expertise and exposure to Customer relation.
- Capable of organizing and effective networking.
- Decision maker in order to avoid revenue losses to the company.
- Ability to team work and share professional knowledge with co-workers.
- Possess hands- on experience on Microsoft Office.
- Ability to work efficiently and proactively within solutions-oriented teams.

**Catering Officer, 2009-2011**

Alpha Flight Service, Amman, Jordan.

**Reservations and Sales Officer, 2006-2008**

Dallas Tourism Club, Amman, Jordan.

**EDUCATION**

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**BSc (Hons) in Tourism and Archeology, 2003-2008**

Hashemite University – Amman, Jordan.

**Successfully passed Tawjehi Exam in Science, 10/2001-06/2002**

Khalid bin AL Waleed Secondary School – Amman, Jordan.

**QUALIFICATIONS**

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- Successfully completed MARS ticketing and reservations for disruptions, Aviation security exam at Aviation College, Emirates Airlines.
- Successfully completed Check-In and Boarding training at Emirates.
- Successfully all the mandatory training assigned by the department of learning development at Emirates Airlines.  
(Dangerous Goods Handling, ACAA for airport services, Human Factor Training for Airport Operations, Managing on Time Performance, Protecting Payment Card Information and Information Security – Front Line, Airside Safety, Live Animal Regulation, ESTA SFP and AQQ for Dubai and US stations, Travel Documents, Air Carrier Access Act – General Awareness, etc.....)