



Mohammad D. Abu Al-Doulah



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85, Dahiat Al-Istiqlal - Amman - Jordan

CORE QUALIFICATIONS

- Punctuality and teamwork spirit.
- Quick learner and adaptable to diverse work conditions.
- communication and interpersonal skills.
- Ability to work efficiently under pressure.
- Training on booking systems such as Amadeus, Sabre, and Galileo.
- Developing customer interaction and problem-solving skills.
- Understanding operations and procedures in airports.
- Enhancing English skills, particularly terminology used in tourism and travel.
 - Studying local and international laws related to travel and aviation.

EDUCATION

Institution Name : Queen Noor College for Civil Aviation | Amman - Jordan
Degree Obtained : Diploma in Passenger Services
Graduation Year: 2024

PERSONAL STATEMENT

A motivated and hardworking individual seeking a position in an airport or passenger services field to utilize my academic knowledge, develop practical skills, and contribute to delivering an exceptional travel experience. Passionate about working in dynamic environments and providing outstanding customer service.

WORK EXPERIENCE

Jan /2024 - Current

Company | Baker Fashion - Amman - Jordan

- Managed and provided volunteer services to a diverse range of clients.
- Developed strong business relationships with clients through effective communication and understanding of their needs.
- Delivered successful sales within set deadlines and with high-quality standards.
- Handled multiple challenges and worked flexibly to meet clients' evolving expectations.

RESEARCH EXPERIENCE

Airport Services Duty Officer, Airport Service agent, Airport Operation coordinator, Quality specialist, quality officer.

- Any position complies & Knowledge of airport functions including passenger and baggage handling, Weight and Balance, and Goods Regulations is required.
- Ability to work shifts, including weekends.

CERTIFICATIONS AND LICENCES

- Driver License
- willing to attend any training that will serve the objective of the position and quality of work related