

SUMMARY:

Results-driven and detail-oriented Airport Service Coordinator with a strong background in ground operations, passenger services, and safety management. Experienced in optimizing airport procedures, improving passenger experience, and ensuring compliance with international aviation standards. Skilled in crisis management, team coordination, and delivering high-quality customer service in fast-paced environments.

WORK EXPERIENCE:

Airport Services Coordinator

Fly Dubai (Kish Branch), Kish, Iran - July 2024 - Present

- Supervise ground operations, ensuring seamless coordination between ramp and terminal services.
- Improve passenger experience by streamlining check-in and boarding processes.
- Monitor and enforce airport safety protocols, ensuring compliance with international regulations.
- Collaborate with airport teams to enhance operational efficiency and resolve service issues.

Aviation Check-in Officer

Saman Air Services, Kish, Iran - April 2024 - Present

- Processed check-ins and managed boarding for an average of 300+ passengers daily.
- Enhanced customer experience by implementing more efficient check-in procedures.
- Assisted in the development of new service strategies, leading to increased customer satisfaction and operational efficiency.

English Language Instructor

Kish Institute of Science and Technology, Kish, Iran - January 2023 - January 2024

Saraye Mahale Sepehr, Tehran, Iran - November 2018 - February 2022

Safir, Tehran, Iran - February 2017 - May 2018

Shokouh Training Center, Bojnourd, Iran - May 2013 - May 2014

- Designed and delivered interactive lesson plans to improve students' language proficiency.
 - Assessed student progress and provided personalized learning strategies.
 - Developed innovative teaching methods to enhance engagement and learning outcomes.
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Languages:

A passionate and dedicated linguist, committed to continuous learning and growth through self-study, immersive experiences, and active engagement in language learning communities.

- Fluency English,
- Level A1 of the German language,
- Beginner level of Turkish language (Istanbul Turkish)

EDUCATION:

Bachelor's Degree in English Teaching – 2013 –2017

University of Bojnourd , North Khorasan , Iran

Project : The Significance of Phonetics in English

CERTIFICATIONS AND TRAINING:

Aviation & Ground Operations:

- CLC Process and Ramp/Turnaround Supervision (CLC/TRS)
- Introduction to iPort Ramp Tool
- FZP Product Knowledge (FZP)
- Ramp Safety Awareness (RSAT)
- Airside Safety & Driving (GEN 04 & RMP 03)

Safety & Security:

- Emergency Response Plan (ERP)
- Fire Safety Awareness (FSAT)
- General Security Awareness (GSAT)
- Safety Management System (SMS)
- Emergency Response Awareness Training – Outstations
- Security & Cybersecurity Awareness (AVSEC-TRG-01 & TRG-02)
- AVSEC-TRG-07C

Specialized Training:

- Human Factors (GEN 03)
- Live Animals Regulations
- TC-DGR 05(7.5) Dangerous Goods Regulations