

Hamoud Salem AlQahtani

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Professional Summary

Customer-focused aviation professional with over 12 years of experience in ground services, operations, and customer support. Proven ability to lead teams, enhance customer satisfaction, and ensure efficient service delivery. Skilled in problem-solving, communication, and maintaining operational standards in fast-paced environments. Seeking a dynamic role to continue delivering value through strong service and leadership.

Professional Experience

Counsellor

AirSial | *October 2024 – Present*

- Provide passenger support and resolve issues with professionalism and empathy.
- Advise travelers on procedures and services to ensure smooth travel.

Flight Operations Inspector

AirSial | *July 2024 – September 2024*

- Conducted flight operation inspections ensuring regulatory compliance.
- Coordinated with crews for documentation and readiness.

Operations Manager

Abu Sarhad | *2022 – 2024*

- Led daily operational activities ensuring service quality and team performance.
- Streamlined processes to increase productivity and customer satisfaction.

Team Supervisor

Swissport International Ltd. | *2016 – 2022*

- Supervised and supported frontline agents to meet service targets.
- Resolved customer complaints and improved service handling procedures.

Customer Service Agent

Saudi Aviation Services | *2012 – 2016*

- Provided high-quality passenger assistance across check-in, boarding, and arrivals.

- Responded effectively to customer inquiries and coordinated service teams.

Customer Service Agent

National Aviation Ground Support | 2010 – 2012

- Delivered efficient ground support and handled passenger service tasks.
 - Managed ticketing and documentation with attention to detail.
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Education

High School Certificate

Certifications & Training

Human Factors Awareness, Functional English, Security Awareness, Labor Education According to Saudi Labor Law – Doroob, June 2024, Professional Interview Skills – Doroob, June 2024, Microsoft Word – Proficient, Microsoft Outlook – Proficient, Microsoft Excel – Proficient, Oral Presentation Skills, Certificates of Appreciation: Best Employee & Thank You Recognition

Skills

Strong attention to detail and accuracy | Excellent communication and interpersonal skills | Quick learner and adaptable to new environments | Leadership and team supervision | Customer service excellence

Languages

- **Arabic:** Native
- **English:** Proficient