

AREEJ HAMED

CUSTOMER CARE & HOSPITALITY

+971 52 960 6370| areej.hamed89@gmail.com| Sharjah, UAE

CAREER OBJECTIVE

Highly Enthusiastic and dedicated professional with over 11 years of experience in ground operations at Damascus International Airport. Skilled in coordinating transit services and ensuring a seamless experience for passengers. Known for exceptional communication and problem-solving abilities, thrive in fast-paced environments and committed to delivering excellent customer service. seeking new opportunities to leverage my extensive experience in operations and customer relations across various sectors.

WORK EXPERIENCE

Gate Agent, Syrian Airline

April 2016 – Jan 2023

Damascus Airport

Greeted passengers, checked-in bookings & reservations, kept customers updated with any changes, and resolved client queries in clearance, and paperwork handling.

Delivered exceptional customer service, enhancing guest satisfaction scores.

Resolved guest issues promptly, achieving a 95% resolution rate.

Maintained accurate records, ensuring compliance with company policies.

Check-In Agent, Syrian Airline

Oct 2011 – April 2016

Damascus Airport

Check-In Assistance: help passengers check in for their flights, which may involve verifying travel documents, issuing boarding passes, and checking luggage.

Passenger Queries and Support: I'm always available to answer questions from passengers regarding flight schedules, gate changes, delays, and other travel-related inquiries.

Problem Resolution: If there are issues such as flight delays or cancellations, I'm ready assist affected passengers by providing information and helping with rebooking.

Coordination with Crew: They communicate with the flight crew to ensure that everyone is on board and that the flight is ready for departure.

Customer Service: Providing excellent customer service is a key part of my role, as I represent the airline to passengers and help create a positive travel experience.

EDUCATION

Bachelor of English Language & Literature| Damascus University|2008

CERTIFICATES AND LICENCE

Ground Basic Safety Management System.

Customer Care.

Diploma in Qualification and Specification in Management.

SKILLS

Communication

Time management

Teamwork

Microsoft Office

Customer Service

Adaptability