



ARNEL C. CELZO



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Horizon Building Al Barsha 1 Dubai UAE

SUMMARY

Results-oriented professional with 10+ years of experience and a proven knowledge in Customer Service and Airport Operation. Aiming to leverage my skills and my prior experiences to apply for a any position at a high-level company. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

EDUCATION

Colegio de Dagupan

Associate in Computer Technology
- March 2005

SKILLS

- Strong organizational and time-management skills.
- Exceptional communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Detail-oriented and able to handle multiple tasks simultaneously.
- Computer Literate – SAP System.
- Microsoft Office.
- Customer Service.
- POS system.

CERTIFICATIONS

- SGS E-Learning Certificate.
- Introduction To GACAR (Introduction to GACAR).
- Dangerous Goods GACAR Requirements.
- Human Factors.
- Emergency Response.
- Security Training.
- Safety Training.

LANGUAGE

Tagalog
English
Basic Arabic

PROFESSIONAL EXPERIENCE

Administrative and Support Service Agent Ramp Operations

Saudi Ground Services (SGS)
Dammam Saudi Arabia / February 2016 - January 2025

- Comply with safety in the workplace.
- Timekeeper for Traffic Control Department.
- Coordinate and communicate with others Department for the everyday flight schedule.
- Checking of Traffic Control form of all flight to ensure staff if correct details from the TC Sheet.
- Checking and replying to emails according to the workstation.
- Maintain load control staff certificate of license to update.
- Maintain a courteous and calm manner at all times to de-escalate stressful situations.
- Document personal information to create, update, or adjust customer accounts.
- Prepare call-related information for purposes of auditing and reporting.
- Provide and respond to feedback about any aspect of the job or its duties.
- Suggest products and services to clients based on their requests and needs.

Load Controller

Saudi Aramco under sub-contact by Saudi Ground Services (SGS)
Damman, Saudi Arabia / April 2014 - February 2016

- Plan the position of luggage and cargo in the aircraft's holds.
- Decide which seats on the aircraft should be occupied if there is going to be a large number of empty seats.
- Calculate how much cargo will need to be offloaded should the aircraft exceed its maximum operational weight.
- Responsible and accountable for overall quality, safety and security of operations in the assigned area of work.
- Responsible for reporting to his supervisors' occurrences, events, violations and acts that may affect safety, security and company reputation.