

# HAMAD ALSWAR

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A: Najran Saudi Arabia

## | WORK HISTORY

### **saudia ground services - Ramp Coordinator**

DMM • 04/2004 - 08/2005

- Coordinated ground crew activities to complete objectives on schedule.
- Coordinated with ramp agents to verify baggage was placed on correct outgoing flight.
- Transferred luggage from aircraft to collection areas safely using GSE equipment.
- Safely operated various types of equipment such as conveyor belts, high loaders containers transporter and tugs.
- Loaded and unloaded luggage and freight and assisted crew and travelers with bags .
- Checked cargo and baggage for security to meet GACA regulations.
- Completed cargo manifests and flight paperwork for proper luggage and flight tracking.
- Directed personnel to properly stage baggage and execute safe and accurate loading and unloading of cargo.

### **SAUDIA GROUND SERVICES - Ramp Supervisor**

DMM • 08/2005 - 12/2008

- Evaluated performance, set schedules, and coached ramp agents on work areas.
- Created load plans and performed calculations to prepare for assigned flights.
- Maintained documentation, completed shift paperwork and submitted information for team payroll.
- Safely operated various types of equipment such as conveyor belts, high loaders , containers transporters, tractors and tugs.
- Completed cargo manifests and flight paperwork for proper luggage and flight tracking.
- Deiced aircraft before takeoff for safety during inclement weather.

### **Saudia ground services - Passenger Services Supervisor**

01/2010 - 07/2015

- Managed team member schedules and work assignments.
- Monitored security and maintained operational protocols.
- Oversaw ticketing, gate and ramp services.
- Tagged baggage and routed to appropriate location for loading and screening.
- Checked in luggage and confirmed all carry-on items met federal guidelines.
- Announced flight status updates and information about gate changes .
- Maintained up-to-date knowledge of airline policies and procedures to provide top-quality service.

## | SKILLS

- Priority management
- Project Management
- Training and mentoring
- Team Building
- Operations management
- Contract Management
- Employee reviews
- Staff training/development
- Employee scheduling
- Coaching and mentoring

## | EDUCATION

### **Bachelor of History**

Abha, Saudia Arabia • 03/2000

**Bachelor of Arts:** History

- Prepared detailed passenger manifests and other reports to meet organizational needs.
- Developed and implemented strategies to minimize customer wait times.
- Educated passengers on safety procedures and provided assistance to disabled passengers

#### **saudia ground services - Weight and Balance Control**

EAM • 06/2009 - 01/2010

- Gather weight and balance data from various sources, including flight plans, passenger manifests, cargo manifests, and fuel loads.
- licensed for many aircraft type (MD90/AIRBUS 320-321/ B777/B747 )
- Calculate the weight and balance of aircraft using approved software.
- Prepare weight and balance reports for flight crews.
- Communicate with flight crews and other ground personnel to ensure that aircraft are loaded safely.
- Maintain weight and balance records.
- Adhere to all company policies and procedures.

#### **saudia ground services - Ramp Supervisor**

EAM • 12/2008 - 06/2009

Evaluated performance, set schedules, and coached ramp agents on work areas.

- Created load plans and performed calculations to prepare for assigned flights.
- Maintained documentation, completed shift paperwork and submitted information for team payroll.
- Safely operated various types of equipment such as conveyor belts, high loaders , containers transporters, tractors and tugs.
- Completed cargo manifests and flight paperwork for proper luggage and flight tracking.
- Deiced aircraft before takeoff for safety during inclement weather.
- Supervision for cleaning cabin.

#### **saudia ground services - Duty Station Manager**

EAM • 07/2015 - Current

- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Maintained compliance with company policies, objectives, and communication goals.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Evaluated employee performance and coached and trained to improve weak areas.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Developed and implemented customer service policies to enhance satisfaction.
- Reported issues to higher management with great detail.
- Reduced operational risks while organizing data to forecast performance trends.

- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Trained new employees on proper protocols and customer service standards.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Identified unsafe or unhealthful workplace conditions or hazards to enforce safe work practices and procedures.

## | COURSES

- ISO AWARENESS PROGRAM
- Etiquette & Protocol
- SAFETY AWARENESS
- AIRSIDE SAFETY TRAINING - GENERAL
- Aircraft Handling & Loading / Offloading
- BASIC WEIGHT & BALANCE
- D.G.R. Training -Ramp HNDLG Pers. Rcurrent
- STATION MANAGEMENT
- BASIC WEIGHT & BALANCE
- B 747-368 W/BL - W/D
- MEDYAF - Supervisors
- B747-368 MANUAL WEIGHT & BALANCE
- HANDLING INCONVENIENCED PASSWNGERS - PROGRAM
- ROOT CAUSE ANALYSIS- BY IATA
- SAFETY
- DGR CAT8
- SECURITY
- HUMAN FACTORS
- MEETINGS MANAGEMENT
- PASSENGER HANDLING
- EMERGENCY RESPONSE
- AIRCRAFT TURNAROUND
- SAFETY MANAGEMENT SYSTEM FOR AIRLINES
- Leadership and Influence
- Competency Based Interviews