

Mohammed Ali Albrahim



+966546482841



lym203737@gmail.com



Saudi Arabia

Professional Summary

A tourism and hospitality graduate with extensive knowledge of the fundamentals of tourism and hotel management and customer service, able to work within multicultural teams and deliver a distinctive visitor experience, with strong communication and organizational skills, and practical experience in multiple sectors.

EXPERIENCE

Passenger Service Agent – Swissport Saudi Arabia Company

- Check-in, customer service, boarding procedures
- Handling baggage, coordinating with entities within the airport

Trainee - Al-Ahsa International Airport

- Airport Management, Airport Operations Management
- Total Quality Management, Operational Reporting

employee - Faris Al-Hijaz Travel and Tourism Agency

- Booking travel tickets, designing flight schedules
- Customer Service, Reporting

EDUCATION

- Bachelor’s Tourism and Hospitality – King Faisal University

Certiflcations & Training

- 7 months – Al-Ahsa International Airport
- 5 Days – Total Quality Management
- 7 Days – Tourist Guidance Training Program
- 1 months – Foundation Program in Artificial Intelligence

Volunteer Experience

- Al-Hulaila Charitable Society - Organization
- Afaq Association - Event Organization
- Al-Ahsa Walking and Running Association - Organization
- Saudi Tourist Guidance Association - Tourist Guidance

Skills

- Organization and management
- Customer service
- Risk Analysis & Reporting
- Team Supervision & Coordination
- Communication & Problem-Solving

Additional Information

- English communication skills.
- Skilled in MS Office (Word, Excel, PowerPoint).
- Flexible and adaptable to diverse work environments.