

# MIRNA GHADDAF CHARAF

## OBJECTIVE

In quest of a position in the field of administration at a highly regarded organization, to acquire the needed skills and expertise that qualifies to becoming a successful addition to your qualified personnel. Being part of such a team would enhance my capabilities and allow me to apply my knowledge.

## EDUCATION

- **Lebanese university**  
Sociology
- **College des Soeurs du Rosaire , jbeil - Lebanon**  
High School Diploma

*( American center  
Iata certificate*

## EXPERIENCE

- **Middle East Airlines** (Beirut International Airport)since 2003  
Special Care Services Supervisor
- Central Load Planning Coordinator on Mea flights and 40 other airlines companies,

In addition of applying to scheduled multi-sector flights bound for Beirut.

On the other hand, apply in case of combined flights, additional call(s) and re-routing.

Also the weight and volume capacities available per aircraft and per compartment,

And The number of passengers and amount of deadload.

The Central Load Planning Procedure is based mainly on:

Load Estimate Message.

Load Planning Message.

- Handling the special care services office with a team of thirty three staff which I have to distribute fairly on all aircrafts and follow them step by step to insure that

no mistakes come across and that their job is done perfectly.

In charge of our administrative work during my shift (sending messages and e-mails to outstations and airports, check if all the inventories needed are available, collaborate with the station in order to provide the necessary equipments needed for each emergency we are facing.

Gathering all the equipment's at the end of the shift and make sure that nothing is missing and that everything is in good condition

Preparing statistics for all the transactions done daily, filing visas received in our archive, and reporting if any problem occurs.

- Counter, gate, arrival flight responsible degree, on MEA flights and all other carriers flights.
  
- Ramp coordinator
  - Coordinates all handling functions on a flight to ensure that standard services are provided and safety & security rules are applied
  - Follows up and actions telexes and e-mails .
  - Ensures that transit baggage is secured to final destination. In case of irregularity ,Coordinator I/C have sent appropriate messages to concern.
  - Ensure that ground handling charge notes are filled and signed as appropriate.
  - Fills station control log book and ensures proper handover
  
- Flight responsible at counter
  - Edits MEA and handled Carrier's flight on DCS
  - Ensures that flight check-in activities are performed
  - Reports for briefing before commencement of check-in with handled Carrier's station representative or MEA passenger controller.
  - Briefs assigned agents on flight situation ,introducing special remark ,special carrier's requirements and new instruction.
  - Ensures staff available on time as per SLA
  - Ensures serviceability of equipment and availability of required stationary
  - Ensures that flight is displayed on DCS and FIDS
  - Ensures that no baggage is left at counter and that special baggage/bulky are handed to load responsible through the elevator.
  - Closes and finalizes the flight on time
  - Ensures the late reporting passengers are assisted to gates after obtaining approval
  - Fills the flight check sheet and reports irregularities thereon for verifications and approval by PAX controller
  - Double checks travel documents for final verification when needed
  - Retrieves station files documents
  - Inform control room in case of EIC,PET,AVIH,Ammunition,guns,firearms.

## **ACHIEVEMENTS**

- **English Courses at the "American Language Center"**
  - July 01 – October 16, 2002

## **PERSONAL INFORMATION**

- **Languages:** Fluent in Arabic, English, and French
- **Computer Literacy:** Microsoft Office, Internet, All airline systems...

## **REFERENCES**

Obtainable when needed.