

# Khaled Jamal

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## Education

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2014 – 2018 **Technical Computer Engineering**  
*Bilad Al-Rafidain*

## Professional Experience

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- 2021 – present **RAMP Coordinator**  
*Azmar Air Handling and Airport services*
- Coordinated ramp operations for on-time departures and efficient aircraft handling.
  - Oversaw cargo and baggage handling, enforcing safety protocols.
  - Managed ground support equipment allocation for optimal efficiency.
  - Ensured compliance with safety regulations for a secure ramp environment.
  - Trained and mentored new ramp personnel.
  - Responded promptly to operational disruptions with contingency plans.
  - Improved baggage handling procedures for passenger experience.
  - Contributed to ongoing process improvement initiatives.
- 2018 – 2021 **Check-In Agent**  
*Azmar Air Handling and Airport services*
- Provided exceptional customer service during check-in, ensuring a positive experience.
  - Verified travel documents and booking information accurately and efficiently.
  - Processed ticket reservations, upgrades, and changes in adherence to airline policies.
  - Assisted passengers with baggage drop-off, complying with airline baggage regulations.
  - Addressed inquiries and promptly resolved issues or concerns.
  - Collaborated with airport personnel to ensure a seamless travel experience.
  - Handled special service requests with care and sensitivity.
  - Utilized reservation systems and software for accurate passenger processing.
  - Stayed updated on flight schedules, delays, and boarding procedures.
  - Remained composed under pressure, especially during busy travel periods.
  - Maintained strict adherence to security and safety regulations.
- 2022 – present **Safety and Security Officer**  
*Azmar Air Handling and Airport services*
- Enforced safety and security regulations, conducting inspections and audits.
  - Prepared detailed incident reports, recommending corrective actions.
  - Coordinated safety improvements and provided employee training.
  - Investigated incidents and breaches, liaising with law enforcement.
  - Maintained accurate records, contributing in safety meetings.
- 2023 – present **RAMP Quality Officer**  
*Azmar Air Handling and Airport services*
- Assisted Quality Manager during external audits for compliance.
  - Collaborated with cross-functional teams for audit preparation.
  - Facilitated on-site visits, addressing auditors' inquiries.
  - Conducted internal audits, recommending corrective actions.
  - Updated the quality manual to align with regulations.
  - Monitored corrective action plan progress.
  - Contributed to quality improvement initiatives.
  - Ensured employee awareness of quality standards.
  - Provided insights to enhance ramp operations' quality.
  - Maintained accurate audit records.

## Skills

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HTML	CSS
JavaScript	TypeScript
React	NextJS
TailwindCSS	NodeJS
ExpressJS	Prisma
Firebase	

## Languages

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- English
- Arabic
- Kurdish

## Projects

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### Ramp Department Management App

- Developed a comprehensive web application using React, Vite, Tailwind, and Firebase, designed to optimize ramp department operations and increase efficiency.
- Implemented a real-time tracking system to monitor turnaround times, capturing the start and end times of each step in the process for more than 10 employees.
- Enabled seamless data recording and storage, allowing employees to save turnaround time reports as images or print them for filing purposes.
- Designed and integrated a Ground Support Equipment (GSE) management module, allowing easy tracking of GSE status, serviceability, and maintenance schedules.
- Streamlined the accounting process by automating the generation of aircraft reports that were previously done manually.
- Collaborated closely with the ramp department team to gather requirements and ensure the app met their specific needs and workflows.
- Conducted thorough testing and debugging to deliver a high-quality and user-friendly application.
- Received positive feedback from department users, with the app significantly improving turnaround time tracking and GSE management processes.
- Contributed to increased productivity and accuracy in accounting reporting, saving valuable time and resources.
- Continuously maintained and updated the app to meet evolving requirements and incorporate user feedback.

## Certificates

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- Human Factor
- Dangerous Goods
- Safety Management System
- Security