

MAHER QISHTA

PERSONAL INFORMATION

- Date of Birth: 23rd July 1979
- Place of Birth: Germany
- Nationality: Jordanian
- Marital Status: Married

OBJECTIVE

Starting a new decade backed with strong International work and life experience and commercial track record of success.
Wealth of Knowledge covering International Express delivery services, Air Cargo, Cargo Handling, Sales Management, Commercial Strategic Planning and Change Management.
New decade, new horizons... new challenges...

EDUCATION

1998 Ahmad Toukan Secondary School Amman
High School, Scientific Stream.

2003-2018 Emirates Aviation College Dubai
Air Cargo Operations, Sales, Handling & Cargo Manager Skills Enhancing

PROFESSIONAL EXPERIENCES

Easy Freight Shipping Dec 2023 – Present Amman
Business Development Manager

- Managing customer & agent's relations and coordinating with sales team.
- Dealing with vendors (air, road, sea) and getting best possible rates.
- Overseeing operations team through operations manager.
- Attending global conferences on behalf of the company.
- Conducting overseas training in sales and airport operations & safety

Aramex Oct 2022– Nov 2023 Tripoli
Sales Manager - Libya

- Built / Hired new sales team, no sales dept was available.
- Managed to re-build market rates and services.
- Coordinating with operations team via operations manager.
- Managing department's cost and expenses.
- Visiting key accounts / customers and closing the deals with team members.
- Made business relations with airlines / sea liners and having filed rates.
- Meet / Exceed station target on monthly bases by min +20%.

- Managing customers relations and sales team members to maximize revenue.
- Conducting daily morning sales meeting + weekly review for close monitor.
- Opened new branches and managed to have local agent's / representatives.

Easy Freight Shipping Jul 2019 – Oct 2022
General Manager

Amman

- Managing customer relations and sales team.
- Dealing with vendors (air, road, sea) and getting best possible rates.
- Overseeing operations team through operations manager.
- Managing company costs and expenses.
- Company representative at official parties & banks.
- Attending global conferences on behalf of the company.
- Conducting overseas training in sales and airport operations & safety.

Emirates Airline March 2003- October 2018

Amman

November 2009 – October 2018	Cargo Manager - Jordan
September 2007 – October 2009	Cargo Supervisor
March 2005 – August 2007	Senior Cargo Assistant
March 2003 – February 2005	Cargo Assistant

Responsibilities for Cargo Manager:

- Managing cargo team (sales & operations) – Jordan in all related matters.
- Managing EKSC sales team – AMM in terms of visits to agents, agents' performance vs. targets and follow up on the requirements.
- Conducting fortnightly sales meeting to review / plan country sales plan vs. actual.
- Managing customer's relations in all of sales related matters.
- Managing +50 local cargo agents + 12 global accounts in Jordan.
- Meeting/exceeding annual sales targets set by HDQ.
- Controlling department expenses with annual saving rate of approx. 15%.
- Lead interviews to hire new staff joining Emirates SkyCargo – AMM.
- Responsible to maintain cordial relationships with governmental departments & airport authorities to solve all clearance problems and facilitate work related matters.
- Responsible to communicate with all official parties for landing permits and tax exemption.
- Closing all finance related issues with finance department on timely manner.
- Responsible to achieve & exceed yearly sales targets set by head office.
- Responsible on department budget & review the monthly cost incurred for cost effectiveness.
- Attend monthly head of department meeting to share/discuss previous month issues and figures.
- Recommend incentives for agents to increase sales volume/revenue.
- Responsible to set sales plan and review/amend whenever needed to meet market needs.

Previous Positions Responsibilities:

- Making reservations for all shipments using SITA FAST IV, Cargo Wise & NGSC systems.
- Communicate with head office to confirm all un-confirmed bookings.
- Request all cargo for buildup in ULD's by the GHA.
- Supervise cargo build up to meet several aircrafts standards.
- Assist/communicate with GHA in paperwork so no discrepancies happen in transit or destination stations.

- Action all incoming e-mails and reply for the concerned station in the network of +145 stations.
- Follow up with GHA & Consignee for any claims till file closed.
- Checking any outgoing Dangerous Goods shipments to meet IATA & ICAO shipping standards.
- Filing all trip documents for quick ref. In the future (if needed) in a proper way.
- Making fortnightly sales report to all agents through e-mail and CASS (for CASS members).
- Follow up on tele sales through agents & direct customers.
- Supervise loading & offloading aircrafts to make sure that safety requirements are met.
- Handling & making all the paperwork for outgoing courier through check-in counter.
- Handling a weekly freighter flight (B747) and sending all required messages.
- Handling a weekly freighter flight (A310) and sending all required messages.

Global Logistics Freight Services

Amman

September 2001- Feb 2003

Operation Officer (Sea & Air Freight Department)

- Follow up with Airlines & Shipping lines for pricing & booking shipments.
- Communicate with all network offices around the world to control shipments movement.
- Assist in indoor sales activity & customer service by tracking shipments on the internal network system.
- Follow up with company big projects & working on their SOP's.
- Booking shipments with Airlines, Shipping lines & our network offices.
- Doing all needed documentation for customs & ports procedures.
- Follow up with formal correspondences with ports & customs.

Dunes Club \ Amman

December 2000-June 2001

Amman

Store Keeper (Finance Dept.) + Receiving Officer (Finance Dept.)

- Follow up with purchasing dept. for any new purchase orders.
- Making daily inventory to count any shortage on goods.
- Ordering all goods through the purchasing dept.
- Issue all requested goods for all departments on daily basis.
- Receiving all goods coming to the club after checking on quality & quantity.
- Follow up with suppliers for all the club orders.
- Making a full monthly inventory for all the stores & report to finance dept.
- Enter all the issued & received goods on the computer system (Fidelio).

TRAINING COURSES

Training Date	Training Details	Remarks
11/Feb/2001	Customer Focus Workshop	Attended @ Dunes Club - Amman
14/Mar/2001	Communication Skills	Attended @ Dunes Club - Amman
11/Apr/2001	Empowerment	Attended @ Dunes Club - Amman
02/May/2001	Motivation	Attended @ Dunes Club - Amman
24/Feb/2003	Airport Security Sense	Attended @ QAIA - Amman
16/Apr/2003	Business Writing: The Fundamentals	Online @ Emirates Group Network
14-19/Jun/2003	Emirates SkyCargo Foundation	Attended @ EAC Dubai
23/Jul/2003	Call Center: Inbound Customer Service	Online @ Emirates Group Network
11-16/Oct/2003	Dangerous Goods Acceptance	Attended @ EAC - Dubai
1-2/Nov/2003	Step Forward	Attended @ EAC - Dubai
05/Jan/2004	Corporate Induction	Online @ Emirates Group Network
7-10/Feb/2004	Cargo & Special Load Handling	Attended @ EAC - Dubai
22-24/Mar/2004	Specialized Freight - Special/Heavy Loads	Attended @ EAC - Dubai
3-7/Jul/2004	Basic Cargo Tariff	Attended @ EAC - Dubai
2-6/Apr/2005	Fundamentals Of Load Control	Attended @ EAC - Dubai
28/Jun/2005	Emirates Weight And Balance Revalidation A310F	Attended @ EAC - Dubai
11-12/Jul/2005	A310 Freight Training	Attended @ EAC - Dubai
12/Aug/2005	Information Systems Protection	Online @ Emirates Group Network
10/Sep/2005	Business Connect Workshop	Attended @ EAC - Dubai
11-12/Sep/2005	E-Trading For Business Connect Facilitators	Attended @ EAC - Dubai
24-27/Sep/2005	Refresher Dangerous Goods	Attended @ EAC - Dubai
15/Dec/2005	DGR acceptance Staff	Online @ Emirates Group Network
15/Dec/2005	Get Online	Online @ Emirates Group Network
19/Dec/2005	Employee Performance: Providing Feedback	Online @ Emirates Group Network
26/Feb/2006	Emirates Weight And Balance Revalidation A310F	Attended @ EAC - Dubai
21-22/Mar/2006	Live Animals Regulations	Attended @ EAC - Dubai
08/Jun/2006	Introduction to NGSC	Online @ Emirates Group Network
10-12/Jun/2006	SkyChain - NGSC Full Automation	Attended @ EAC - Dubai
20/Aug/2006	Introduction to Skywards	Online @ Emirates Group Network
12/Mar/2007	Stress Management: Fundamentals for Employees	Online @ Emirates Group Network
25-26/Apr/2007	SkyChain - NGSC for pricing Management	Attended @ EAC - Dubai
16-19/Sep/2007	Refresher Dangerous Goods	Attended @ EAC - Dubai
12/Nov/2007	Emirates Weight & Balance Revalidation A310F	Attended @ EAC - Dubai
04/May/2008	Performance Matters	Online @ Emirates Group Network
16-19/Aug/2009	Refresher Dangerous Goods	Attended @ EAC - Dubai
16-17/Sep/2009	SkyChain - Pricing Management	Attended @ EAC - Dubai
5-7/Oct/2009	Supervisory Leadership Essentials	Attended @ EAC - Dubai
04/Jan/2010	Wearing The Emirates Uniform	Online @ Emirates Group Network
18/May/2010	Aviation Security	Online @ Emirates Group Network
03/Aug/2010	Aviation Security Exam	Passed / Attended
5-7/Oct/2010	SkyChain - Process Enhancement Workshop	Attended @ EAC - Dubai
2-3/Nov/2010	Business Objects XI Webi For EK SkyCargo	Attended @ EAC - Dubai
14/Feb/2011	SkyChain Assessment	Online @ Emirates Group Network
14/Feb/2011	Najm	Online @ Emirates Group Network
13-14/Apr/2011	Cool Chain - The Unbreakable Link	Attended @ EAC - Dubai
31/May/2011	Refresher Dangerous Goods	Online @ Emirates Group Network
5-7/Jun/2011	Refresher Dangerous Goods	Attended @ EAC - Dubai
19-20/Sep/2011	Managing People	Attended @ EAC - Dubai
24-25/Jan/2012	High Impact Leadership Program	Attended @ EAC - Dubai
26/Apr/2013	Refresher Dangerous Goods	Online @ Emirates Group Network
5-7/May/2013	Refresher Dangerous Goods	Attended @ EAC - Dubai

26-27/Aug/2013	SkyChain CRM – Network	Attended @ EAC - Dubai
18-19/May/2014	Personal Effectiveness – work-based project	Attended @ EAC - Dubai
9/Sep/2014	SMS training for outstations	Online @ Emirates Group Network
9/Sep/2014	Aviation Security	Online @ Emirates Group Network
14/Sep/2014	AVSEC Certification Exam	Online @ Emirates Group Network
8/Mar/2015	2015 DGR Significant Changes for DG Acceptance Staff	Online @ Emirates Group Network
8/Mar/2015	Refresher Dangerous Goods	Online @ Emirates Group Network
29-31/Mar/2015	Refresher Dangerous Goods	Attended @ EAC - Dubai
14/Sep/2015	Emergency Response Planning	Online @ Emirates Group Network
19/Oct/2015	Invest in Yourself – Plan Your Development	Online @ Emirates Group Network
23/Feb/2016	DNATA – Ramp Safety	Online @ Emirates Group Network
23/Feb/2016	Human Factors Training for Airport Operations	Online @ Emirates Group Network
8-9/Mar/2016	Effective Value Selling	Attended @ EAC - Dubai
25-26/May/2016	SkyCargo - A Whole New World (Sales Program)	Attended @ EAC - Dubai
29-30/May/2016	Aviation Security awareness training for Managers	Attended @ EAC - Dubai
25/Jul/2016	Competition Law	Online @ Emirates Group Network
31/Jul/2016	Safe ULD Handling	Online @ Emirates Group Network
4/Aug/2016	Aviation Security	Online @ Emirates Group Network
28/Feb/2023	Generic Orientation (BTP) - Libya	Online @ Aramex University
2/May/2023	Trade Compliance 2023	Online @ Aramex University
25/May/2023	Welcome to Aramex	Online @ Aramex University
	Risk & Compliance Mandatory Induction Training	
	2023 this training consists of 3 modules:	
	1- Risk and Compliance 101	
	2- Health and Safety	
25/May/2023	3- Aramex Code of conduct and Acknowledgment	Online @ Aramex University
25/May/2023	ARAMEX EMPLOYEE HANDBOOK 2023	Online @ Aramex University
7/Jun/2023	BULLYING & HARASSMENT IN THE WORKPLACE	Online @ Aramex University
21/Jun/2023	PERFORMANCE CHECK-IN 2023	Online @ Aramex University
21/Jun/2023	2023 Goal Setting Awareness Session	Online @ Aramex University
	Goal Setting at Aramex, course covered:	
	1- The purpose of Performance Management?	
	2- Goal Setting	
	3- Where do you start?	
21/Jun/2023	4- SMART Goal setting Framework 5- Types of goals	Online @ Aramex University
21/Jun/2023	Human Labor Rights Awareness	Online @ Aramex University
12/Jul/2023	MASTERING CHECK-IN CONVERSATIONS	Online @ Aramex University
13/Jul/2023	Self Compassion When Compassion Is Difficult	Online @ Aramex University

*EAC = Emirates Aviation College in Dubai

COMPUTER SKILLS

- Microsoft Office (Word, Excel, PowerPoint), Excellent.
- Internet Using & Trouble Shooting, Excellent.
- Fidelio Program (Hotels Stores Management), Very Good.
- ICDL (International Computer Driving License) Course, 80 Hours.
- New Generation Sky Chain (Emirates SkyCargo System) Station Champion.
- Any in-house software in all my previous positions.

AWARDS

- Bronze Najm award from Emirates Airline Mar 2011
- Silver Najm award from Emirates Airline July 2011

Both awards were represented for saving huge amount of fines from Jordanian Customs on the company.

LANGUAGES

Excellent command of both written and spoken Arabic and English Languages

PERSONAL SKILLS & INTERESTS

Highly motivated, quick learner highly organized and loves the teamwork environment, communication skills, socially active. Likes swimming, reading and surfing the Internet.