

# Sofia Mohamed

Email: mohamedsofiya22@gmail.com | Location: Kenya

## Professional Summary

Dedicated and professional operations and customer service specialist with experience in coordination, sales supervision, and airport-related administration. Skilled in customer assistance, team management, and operational efficiency. Proven ability to improve processes and ensure high-quality service. Seeking a Ground Staff / Operations role at Qatar Airways to deliver exceptional service and support seamless airport operations.

## Work Experience

### ***Coordinator – Lain X Delivery Company, UAE, Ajman***

January 2025 – August 2025

- Coordinated delivery operations and schedules for a team of X staff, ensuring 98% on-time deliveries.
- Improved communication with customers and internal teams, reducing complaints by 30%.
- Monitored and resolved operational issues efficiently, minimizing delays.
- Maintained accurate records and reports for management review.

### ***Sales Supervisor – Pioneer Consulting Company, UAE, Ajman***

2021 – 2024

- Supervised a sales team of X members, achieving a 20% increase in monthly sales.
- Delivered high-quality customer service, improving client retention rates by 15%.
- Trained and guided new employees, reducing onboarding time by 25%.
- Oversaw daily operations, ensuring smooth workflow and accurate documentation.

## Education

Diploma in Business Management and Administration – Mombasa Aviation Training Institute  
High School Certificate – Maweni High School, Kenya (2009 – 2012)

## Certifications

Computer Certificate – Residential Computer College, Mombasa, Kenya (2013)

## Skills

- Customer Service & Passenger Assistance
- Airport Operations & Logistics Coordination
- Team Management & Leadership
- Communication & Problem-Solving
- Microsoft Office & Basic Computer Applications

## Additional Information

- Flexible to work shifts, weekends, and public holidays
- Strong interpersonal skills and ability to work in fast-paced environments