

## **RAED AL-HINDI**

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Results-driven professional with over 12 years of international experience in aviation, airport operations, customer service, and entrepreneurial management across hospitality, beauty, cleaning, and construction sectors. Recognized for leading multicultural teams of up to 18 employees, driving service excellence, and delivering premium guest relations in both airline and business environments. Adept at strategic planning, manpower deployment, and operations management, with proven success in building businesses from the ground up while maintaining the highest standards of customer satisfaction. Bilingual in English and Arabic.

## **Core Competencies**

- Guest Relations & Customer Service Excellence
- Front of House & Lounge Management
- Airport & Ramp Operations Management
- Luxury Hospitality & 5-Star Service Standards
- Staff Leadership, Training & Development
- Complaint Handling & Service Recovery
- Business Development & Strategic Planning
- Facility & Operations Management
- Multicultural Team Leadership
- English & Arabic Communication

## **Professional Experience**

### **Air Canada – Toronto, Canada**

Ramp Manager / Airport Operations Manager / Customer Experience Manager | 2016 – Present

- Directed airport ground operations including inbound and outbound international/domestic flights, baggage room management, and GSE equipment coordination, ensuring smooth turnaround and compliance with safety protocols.
- Oversaw customer experience operations at premium lounges and check-in areas, guaranteeing 5-star service standards for VIP, business-class, and frequent flyer passengers.
- Led and deployed staff teams across ramp and passenger service units, providing training, scheduling, and workflow supervision.
- Managed customer complaints and service recovery with empathy and authority, improving loyalty and satisfaction metrics.
- Coordinated with airside and terminal operations teams to maintain seamless passenger flow, on-time performance, and service excellence.

### **ARA Group Inc. – Ontario, Canada**

Founder & Managing Director | 2013 – 2020

Built and managed a diversified service group operating in beauty, cleaning, and construction industries. Responsible for strategy, staff leadership, and day-to-day operations across all divisions.

Wicked Salon (2013 – 2020)

- Launched and operated a full-service beauty salon; managed 5 employees.
- Oversaw daily front of house operations, customer relations, and appointment management.

- Increased client base through personalized service, strong customer loyalty, and staff performance coaching.
- Mia's Wicked Beauty (2016 – 2020)
- Expanded into retail beauty and wellness services; supervised a dedicated team of professionals.
  - Implemented customer care initiatives that improved repeat business and brand recognition.
- MasterClass Commercial Cleaning (2017 – 2020)
- Founded a commercial cleaning company employing 18 staff across multiple contracts.
  - Led staff scheduling, client relations, and quality assurance, ensuring compliance with facility management standards.
  - Negotiated contracts and built long-term partnerships with commercial clients.
- Castle Constructions (Partner, 2015 – 2020)
- Oversaw client engagement and operational planning for residential and commercial projects.
  - Coordinated teams and subcontractors to ensure timely, cost-effective project delivery.

## Education & Certifications

### Academic Background

- High School Diploma – Mafrag High School for Boys
- Diploma in Aviation & Airside Operations – AC University

### Professional Certifications & Training

- Certificate in Criminology & Private Protection – AAAW
- Private & Personnel Protection (32 Credit Hours) – Abdul Aziz Al-Wadi Center, 2022
- ISO 22000:2018 Food Safety Management Systems (Lead Auditor/Training Course) – URS / CQI & IRCA Certified, 2022
- ISO-TS 22003:2013 Practical Training – SWOT International, 2022
- ISO 45001:2018 Occupational Health & Safety Management Systems (Workshop) – SASO Training Center, 2022
- ISO/IEC 17021:2015 Certification of Management Systems (Audit & Certification) – SWOT International, 2022
- Future Foresight: Capabilities & Foresight Maturity – PDCA Management Consultancy, 2021
- Project Scope Management – Doroub, 2020
- Introduction into Project Management Professional (PMP) – Doroub, 2020
- Project Integration Management – Doroub, 2020
- Supervisor Health & Safety Awareness – Ministry of Labour, 2018
- Tim Hortons Canadian Head Office – Management Course & Training

## Languages

- English – Fluent
- Arabic – Fluent

## References

Available upon request.