



## PROFILE

Enthusiastic and customer-focused aspiring passenger ground service agent with a strong passion for aviation. Committed to delivering excellent service, ensuring smooth passenger experiences, and maintaining high standards in airport operations. Eager to apply attention to detail, communication skills, and proactive approach to contribute effectively in a dynamic aviation environment. Highly motivated to learn and grow within the industry.

## CONTACT

PHONE:  
+254 713943624

LinkedIn  
Michael mwange

EMAIL:  
Mwangemike340@gmail.com

## SKILLS

- Customer service
- Communication
- Multitasking
- Attention to detail
- Teamwork
- Stress- management
- Flexibility
- Cultural sensitivity

# MICHAEL MWANGE

## PASSENGER GROUND SERVICE AGENT

### EDUCATION

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#### ICON TRAINING CENTRE(QATAR)

2024 - 2025  
IATA PASSENGER GROUND SERVICE AGENT CERTIFICATE

#### UASIN GISHU HIGH SCHOOL(KENYA)

2012 - 2015  
KENYAN SECONDARY SCHOOL CERTIFICATE

### WORK EXPERIENCE

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#### AAMAL SERVICES QSPC- ( TEA BOY ) QATAR

2022-2025

- Prepared and served beverages to staff and guests.
- Maintained cleanliness of kitchen and pantry areas
- Restocked supplies and managed inventory
- Assisted with basic office tasks and errands.
- Provided courteous and prompt service to visitors.

#### SA2FARICOM PLC ( CUSTOMER CARE AGENT ) KENYA

2018-2021

- Provided professional assistance to customers via phone and in person.
- Resolved customer inquiries and complaints efficiently.
- Maintained accurate records of customer interactions.
- Assisted in promoting company services and products.
- Ensured a positive customer experience through excellent service.

#### DINNER HOTEL ( HEAD WAITER ) KENYA

2016-2017.

- Led kitchen operations, ensuring high-quality food preparation.
- Developed and managed menus, balancing cost and creativity.
- Supervised and trained kitchen staff for efficiency.
- Maintained hygiene and safety standards in food handling.
- Managed inventory, ordering supplies and controlling costs.