

## PERSONAL INFORMATION


## Ali Tafani



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 Skype Ali\_tafani

Sex Male | Date of birth 11/04/1991 | Nationality Albanian

## WORK EXPERIENCE

15/06/2010–15/08/2010

**Specialist**

Kashar Municipality, Tirana (Albania)

Identification of community issues

01/07/2011–01/10/2011

**Team Leader**

Instat.gov, Tirana (Albania)

Team Leader in the Albanian Census of 2011

07/07/2012–28/02/2017

**Customer relations agent**

Albacall, Tirana (Albania)

Providing services such as reservations, sales, customer service, post flight inquiries ( Claims and Complaints ) on behalf of Alitalia an Italian Airline. Full understanding of reservation systems, Airline Fares, Baggage policies, IATA & ICAO regulations. Applying EC261/2004 regulation upon offering compensation to passengers etc...

15/06/2017–30/09/2019

**Ground Handling Supervisor**

Avioalb, Tirana International Airport (Albania)

Handling Supervisor for several Airlines such as Blue Panorama, Albawings, Pegasus, Wizzair, Small Planet, Mistral Air, Air Albania, Edelweiss located at Tirana International Airport. Monitoring the checkin process, escorting crew to the Aircraft, supervising ramp and loading services, assisting OCC's with movement messages etc...

01/10/2019–Present

**Flight operations officer**

Albawings, Tirane (Albania)

Pro-actively ensuring that all operational and safety requirements of scheduled flights are met.  
Procurement of relevant government approvals and required permits  
Flight planning and flight dispatch for crew, including weather and NOTAMS  
Assist to maintain operations library and post flight documents  
Crew planning and scheduling

## EDUCATION AND TRAINING

01/09/2005–15/06/2009

**High school diploma**

Gjimnazi Mahumt e Ali Cungu, Elbasan (Albania)

Studies of English and French language and grammar.

10/09/2009–15/06/2012

**Bachelor's degree**

Universiteti Aleksander Xhuvani, Elbasan (Albania)

Studies of English language, grammar, literature, history, civilization, translation and interpretation.

01/09/2012–15/09/2012

**CRM Airline**

Alitalia Airline, Rome (Italy)

General knowledge of CRM ( Customer relationship management ) computer system, concepts, theories and practice.

15/10/2015–15/06/2017

**Master's degree**

Universiteti Tiranes, Tirana (Albania)

Studies of English language in translation and simultaneous and consecutive interpretation.

27/06/2019–27/06/2019

**Dangerous Goods Training**

Tirana International Airport, Tirana (Albania)

General introduction to dangerous goods

07/02/2020–08/02/2020

**Airport Collaborative Decision Making: from concept to implementation and partners' roles [APT-ACDM-E] EUROCONTROL**

PERSONAL SKILLS

Mother tongue(s) Albanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C1	C1	C1	C1
Master's degree in translation.					
French	C1	C1	C1	C1	B1
Italian	C1	C1	C1	C1	A1
Spanish	A2	A1	A1	A1	

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
[Common European Framework of Reference for Languages](http://www.cedefop.europa.eu/en/etd/12345)

Communication skills

Excellent communication skills gained through my experience on living on shared areas, working on customer relations, working at the Airport, dealing with all sorts of customer's needs and requirements. Very good command of idiomatic Albanian, English, French and Italian. Little knowledge of Spanish.

Organisational / managerial skills

Managing a group of 6 agents on the Albanian Census 2011. Coaching groups regarding Airline terms and conditions. Ability to work independently and in teams, able to solve problems while demonstrating good organizational skills.

Job-related skills

Currently responsible for dispatching Flight plans, Weather & NOTAM's, to Pilots. Organizing Crew planning and scheduling. Very good computer/office-processing skills. Particular attention to detail with excellent work ethic.

Digital skills

SELF-ASSESSMENT

Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Basic user	Basic user	Basic user	Independent user

Digital skills - Self-assessment grid

Good command of Office and very skilled in learning and adapting any computer program.