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# MOATH HELALAT

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Helalat811@gmail.com · [www.linkedin.com/in/moath-helalat](http://www.linkedin.com/in/moath-helalat) · Skype: helalat84

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## WORK EXPERIENCE

### MARINA MANAGER (TALABAY RESORT )

2012 – PRESENT

- Oversee daily operation and services of marina facilities; perform supervisory, financial, administrative, customer service, maintenance, and various other duties.
- Supervise all marine activity, Water-sports.
- Assist Marine park control.
- Navigate, piloting, plotting, and International trips management.
- Performing tasks, monitoring tying up boats & berthing (contracts), controlling fueling boats, keeping accurate fuel records and operating a VHF radio.
- Supervising Boat & Jet Skies maintenance through Workshop. Applying routine maintenance and check for all vessels.
- Develops, implements and reports on the annual marina business plan including all marina operating budgets, marketing plans, customer service improvement programs, staffing plan, etc. Ensures effective control of revenues, COGS, expenses and operating results, and takes corrective action to guarantee achievement of marina operating objectives.
- Provides the Marina Owner and the Company detailed monthly and annual reports on all marina business activities, financial results and key statistical data
- Implements and maintains systems and processes that effectively provide all marina customers, Tenants and contractors with the highest level of professionalism and customer service. This includes ensuring all marina staff and direct reports maintain the standards; consistency of approach inessential
- Develops strategic marketing and sales initiatives to ensure continued business growth
- Ensures all property and assets are maintained, monitored and presented in a manner that is in Keeping with the marina standards
- Conforms to all corporate and marina policies and procedures, ensuring that all marina staff conduct their duties in the same manner
- Meets established quality standards for all marina related operations; ensures the recognized Standards are maintained and that quality and delivery commitments are met.
- Supervising Marine construction, re build, berths, buoys, deep clean, chain and wires. Monitoring and controlling security systems and anti-fire systems.
- Managing staffing maps, and needs.
- Supervising Marina infra structural work, dredging, utilities, jetties installation and maintenance.

### PUBLIC RELATION MANAGER (TALABAY RESORT – AQABA – JORDAN)

2011 - 2012

- Managing reputation. Involves gaining understanding and support for clients, as well as trying to influence opinion and behavior.

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## **BRANCH MANAGER RELIEF (STANDARD CHARTERED BANK – AQABA – JORDAN) 2009-2011**

- Managing Branch customer relationships in retaining and growing the Branch Book of Business, manage expenses and increase branch profitability, Sales.

## **PERSONAL FINANCIAL CONSULTANT (STANDARD CHARTERED BANK – AQABA - JORDAN)**

2007 - 2009

- Provide information regarding the bank's products and services, sales. Responsibility of handling any inquiries and resolving customer complaints.

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## EDUCATION

### **MARINE ENGINEERING HIGHER DIPLOMA**

NORTH KENT UNIVERSITY – UK 2017 TO PRESENT (EXPECTED COMPLETION DATE: JAN 2020)

### **MASTER OF YACHT MEGA 200 TONS MATE, COMMERCIAL**

IYT INTERNATIONAL SCHOOL – ALEXANDRIA - EGYPT 2013

### **VHF RADIO OPERATOR CERTIFICATE**

IYT INTERNATIONAL SCHOOL – ALEXANDRIA – EGYPT 2013

### **STCW95**

ALBALQA APPLIED UNIVERSITY – MARITIME TRAINING CENTER - JORDAN LATEST RENEWAL 2019

- Elementary First Aid certificate
- Crowd Management certificate
- Safety Procedures on passengers Ships certificate
- Fire Prevention and Firefighting certificate
- Crisis Management & Human Behavior certificate
- personal Survival Techniques certificate
- Personal Safety & Social Responsibilities certificate
- Ship Familiarization Training certificate
- Cargo & passengers Safety certificate

**SEAMAN PASSPORT ( LOG ) HOLDER 2013**

### **JORDAN MARITIME COMMISSION**

**BOAT DRIVING LICENSE OUT OF TERRITORIAL WATER – JORDAN 2013**

**CERTIFIED SEARCH AND RESCUE DIVER – PADI 2000 / 2019**

### **BA - ENGLISH LANGUAGE AND TRANSLATION**

AL HUSSAIN BIN TALAL UNIVERSITY - JORDAN 2004

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## OTHER COURSES

### STANDARD CHARTERED BANK – UK – 2007 - 2011

- Operational Risks reporting – Standard Chartered Bank - 2008
- Driving Customer loyalty
- Treating customer fairly
- Social and environmental Risk
- Operational loss reporting
- communication skills
- Safe R
- Iron Man

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## SKILLS

Marketing Communications, Customer Service, Customer Satisfaction, Accounting, Small Boat Operations, Marine Operations, Insurance, Customer Experience, Customer Retention , Boating, Driving, Fuel Injection, Marinas, Marine Engineering , Jet Engine construction, Boat Building, Fuel Management, Mechanics, Aircraft Maintenance, Internet Literacy, Community Relations, Customer Relations, Diving, Consultancy, Yachting, Jet Ski mechanisms, Finance, Press Releases, Management, Team Leader, Biking

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## LANGUAGES

**English** – proficient in writing, reading and speaking

**Arabic** – Mother Tongue

**Russian** – Basic speaking skills

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## REFERENCES

Provided upon request