

M.HAMMAD HAMEED

- Satellite Town, Rawalpindi, Pakistan 46300
- +92 321 510 8484 • hammad803@gmail.com
- <https://www.linkedin.com/in/hammad76>
- Nationality: Pakistani • Marital Status: Married

CAREER SUMMARY

Experienced food and beverage professional with 18 years of expertise in catering and airline catering operations. Certified in HACCP, NEBOSH, IOSH, and OSHA, with a strong focus on safety, risk assessment, and regulatory compliance. Demonstrated ability to deliver exceptional service, manage high-volume operations, and consistently exceed client expectations. Skilled in staff training, mentoring, and hazard management to enhance workplace safety and operational efficiency.

CORE COMPETENCIES

- Expertise in managing large-scale food service operations, including airline catering logistics, menu planning, and timely delivery.
- Skilled in office management, including administrative coordination, documentation control, scheduling, and effective communication across departments to ensure smooth day-to-day operations.
- Skilled in optimizing workflows, managing resources, and streamlining processes to reduce waste and increase productivity.
- Proven ability to understand and exceed client expectations, maintaining high satisfaction through effective communication and service delivery.
- Strong leadership in guiding diverse teams, promoting accountability, and fostering a culture of safety and excellence.
- Committed to upholding quality standards in food production and service, with rigorous monitoring and improvement protocols.
- Experienced in training, mentoring, and evaluating staff to maintain high performance and continuous improvement.
- Certified in NEBOSH, IOSH, OSHA, and HACCP with a strong track record of implementing and maintaining safety standards across all operational areas.
- Proficient in identifying potential risks, conducting thorough assessments, and enforcing controls to prevent workplace incidents.
- Well-versed in local and international food safety regulations and standards, ensuring strict adherence across all departments.
- Capable of responding swiftly to operational challenges and emergencies, ensuring minimal disruption and rapid recovery.

EXPERIENCE

MANAGER OPERATIONS – Skyline Flight Services-Air Blue (Pvt) Ltd. Islamabad, Pakistan (11/2021) – (05/2025)

- Responsible for recruiting, training, and supervising chefs, cooks, servers, and cleaning staff, ensuring optimal staffing levels while fostering a positive, high-performance work environment.
- Collaborated with culinary teams to design and implement menus tailored to airline clients' needs, accommodating dietary restrictions, regional preferences, and in-flight service requirements.
- Enforced rigorous standards to ensure food safety, hygiene, and alignment with client expectations. Conducted regular inspections of kitchen facilities and monitored food preparation processes to maintain compliance.
- Managed complex logistics, working cross-functionally with various departments to ensure accurate and timely execution of loading plans and flight catering operations.
- Built and maintained strong relationships with both local and international airline clients, consistently enhancing service delivery and securing client satisfaction.
- Ensured strict compliance with all health and safety regulations, particularly HACCP standards. Conducted audits, inspections, and risk assessments, and led investigations into safety-related incidents.
- Monitored key performance indicators such as operational efficiency, customer satisfaction, and financial outcomes. Initiated and implemented process improvements to drive operational excellence and business growth.

SR.MANAGER OPERATIONS – KC FLIGHT CATERING Islamabad, Pakistan
(01/2007) – (11/2021)

- Responsible for ensuring the smooth and efficient operation of flight catering services, including **menu management, food quality control, food safety, security protocols, and timely delivery.**
- Maintained strong working relationships with both **local and international customers, airport agencies, and officials from airlines and aviation authorities.**
- Developed and implemented **comprehensive safety policies**, conducted **regular inspections and audits**, investigated incidents and accidents, and provided **ongoing safety training** to staff.
- Played a key role in **business development**, securing new contracts with both **foreign and local airlines**, and worked closely with **airline logistics departments** to optimize **loading plans and delivery schedules.**
- Collaborated with and provided services to a wide range of **national and international carriers**, including **Air Blue, Shaheen Air, PIA, Virgin Atlantic, Qatar Airways, Emirates, Etihad Airways, and China Southern Airlines.**

F & B CATERING MANAGER - Kitchen Cuisine Restaurant & Event Catering, Islamabad, Pakistan
(2010) – (2014)

- Restaurant Pax Capacity 200+
- Manage the Events/Parties Catering (Buffet & Ala Cart)
- Responsible for catering arrangements

ON JOB TRAINING - Awana Kijal Beach & Spa Resort, Terengganu-Malaysia
(05/2006) – (10/2006)

- Food & Beverages, Front Office, Housekeeping, Hygiene & Food Safety

EDUCATION

Certificate In Hotel Management - Genting INTI International College, Kuala Lumpur-Malaysia	2006
Intermediate - Board of Intermediate & Secondary Education, Rawalpindi, Pakistan	1995
Matriculation - Board of Intermediate & Secondary Education, Rawalpindi, Pakistan	1992

CERTIFICATIONS

International General Certificate-NEBOSH - Institute of Professional Education and Development	2023
Occupational Safety and Health Administration-OSHA - HSE Academy Pvt Ltd.	2020
Institution of Occupational Safety and Health-IOSH MS - Inspire Institute Technologies Pakistan	2020
HACCP (Level-3) for Food Manufacturing - Royal Society for Public Health (RSPH)-London	2016

TRAININGS

Aviation Security - Air Blue, Islamabad, Pakistan	2024
Regulatory Framework, Threat Awareness Security Measures, Emergency Response, Risk Assessment, Security Technologies, Behavioral Analysis, Crisis Management, Legal and Ethical Considerations	
	2023
Safety Management System - Air Blue, Islamabad, Pakistan	
Regulatory Requirements, Safety Culture, Risk Management Processes, Incident Reporting and Investigation, Emergency Response, Continuous Improvement, Documentation and Record Keeping, Practical Application	
	2021
Aircraft Operator Security Programme - Air Blue, Islamabad, Pakistan	
Regulatory Framework, Security Threats, Security Measures, Emergency Response, Security Awareness, Compliance and Audits, Crisis Management, Continuous Improvement	

ACHIEVEMENTS

- Best service certificate for VVIP flight of Indonesian President with his delegation visit of Pakistan.
- Best service certificate for VVIP flights of Deputy Minister of Defense of Saudi Arabia & Crown Prince of Saudi Arabia visit in Pakistan.
- Best Employee in the visit of Sultan of Brunei and Prime Minister of Malaysia, on August 23rd 2006 to August 25th 2006 at Awana Kijal Beach & Spa Resort, Terengganu, Malaysia.
- Conducted successful DFTs & GACA audits.

Conducted successful CAA-AOC inspection for the year 2010 – 2023

SKILLS & TOOLS

• System Administration Tools (IT/Server Management) • Miro • Leadership • Team Management • Catering Operation Management • Airline Catering Compliance & Regulations • Decision Making • Liaison & Coordination • Safety Training & Education • Communication Skills • Computer Proficiency • Customer Relationship Management

LANGUAGE SKILLS

- **Urdu** (Native)
- **English** (Fluent)
- **Punjabi** (Fluent)
- **Malay** (Basic)
- **Pashto** (Basic)