



Mostafa Karam

Senior Vice President-Customer Affairs & Service Audit

CONTACT



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Dubai, United Arab Emirates



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PERSONAL DETAILS

Marital Status: Married

Date of Birth: 16, Dec 1961

LANGUAGES

Arabic (Native)

English

SKILLS

Leadership

Time management

Teamwork

Critical Thinking

Communication Mentoring

Strategy

Self-motivator

Problem Solver

PROFILE



Has 32 years of experience with Emirates Airline since 1990 in a Senior Management position, working with diversity of nationalities, continuing to maintain the brand image of the company and raising the service standards..

CERTIFICATES & MEMBERSHIPS



- Member of the Airline of the Year Award, 1998
- Long Service Award, 2010
- Member, Department Heads, Emirates Airline and Group
- Member, Steering Committee, Product Monitoring and Development, Emirates Airline
- Member, Board of Directors, EMAAR Industries and Investments
- Member, Board of Directors, EMAAR Hospitality Group L.L.C.
- Member, Board of Directors, Amlak Finance Egypt
- Chairman, Memaar Building Systems FZC
- Member, Board of Directors, Amlak Finance PJSC Dubaio Board
- Member of Emirates Airlines Foundation from Apr 2013 to Jul 2020

EDUCATION



- 2012, International Protocol Managers Training, The Protocol School of Washington - Dubai, UAE
- 2007, Project Management for Managers - Dubai, UAE
- 2006, International Executive Program, INSEAD, Fontainebleau - France
- 2004, Diploma in Global Business Consortium, London Business School
- 1997, IATA Diploma in Airline Marketing (Geneva)
- 1995, IATA Strategic Selling (Geneva)
- 1994, IATA Diploma in Airline Management (Geneva)
- 1984, Bachelor of Arts - UAE University

EMPLOYMENT



Emirates Airlines

- Senior Vice President, Customer Affairs and Service Audit 1998 - Present
- Regional Country Manager, Egypt, 1996 - 1998
- Regional Country Manager, Oman, 1993 - 1996
- Manager, UAE Sales, 1992 - 1993
- Assistant Country Manager, Singapore, 1991 - 1992
- Assistant Country Manager, Pakistan, 1990 - 1991
- Date of Joining, 19 April 1990

PERSONAL INTERESTS

- Reading, walking, jogging, and travelling.