

, Tunisia



## CABIN CREW/ CUSTOMER SERVICE/ CLIENT-RELATIONSHIPS EXECUTIVE

### PERSONAL BIO:

Nationality: Tunisian  
Place of birth: Tunisia  
Religion: Muslim  
Languages: French, English Bilingual fluent postgraduate level.  
Arabic mother language, Basic Italian.  
Height: 1.78 m  
Passport number: T731200

### CAREER OBJECTIVES:

To work in a dynamic reputed organization that provides room for career development and advancement, while enabling me utilize my skills and experience for the mutual benefit of the organization as well as myself.

### CORE COMPETENCIES

I have good communication and interpersonal skills,  
Strongly self-motivated whilst also being an enthusiastic team player.  
Strong in organizational skills, negotiation skills,  
Tenacity and ability to motivate others.  
Outgoing, confident and presentable.  
I recently underwent a personal profile with a management consultant team; they produced an intense personality profile which is available for your perusal on request.

### PROFESSIONAL EXPERIENCE

#### Ecommerce Supervisor/ Import Coordinator, FUCOM LLC, Dubai-UAE

Feb 2013 – Nov 2013

Duties:

- Supervision of ongoing developments of the company's website
- To create secure data transfer between web and internal systems.
- Ensure all information available online is current and updated.
- Coordination with functional teams and partners.
- Knowledgeable of database interfaces using Microsoft .NET technologies and
- Support e-- business development.
- Train staff to use all new developments and applications identifying time
- constraints, gathering key resources and conveying needs and requirements.
- Reporting to senior management on a monthly basis, detailing current web usage and forthcoming developments.

#### Safi Airways Dubai-UAE:

2011/2012

Duties

- Ensure the safety, comfort and satisfaction of passengers during long- or short-haul flights, provide an appropriate response to any emergency situations including reassuring passengers, coping with cabin fires and administering first aid.
- Dealing with a wide variety of emergencies, and are trained in First Aid.
- Dealing with passengers, handling payments for inflight duty free purchases, promoting sales.
- Assisting passengers with their needs, inquiries and concerns.

- Taking the initiative to address tricky issues.
- Giving exact and detailed information to passengers..
- Thorough understanding and desire to learn airline policies in accordance with operations manuals

**Dubai duty free:** Dubai, UAE

2010/2011:

Duties

- Providing excellent customer service in retail outlets of all kinds.
- dealing with customers, handling payments, promoting sales and making sure that the goods are attractively displayed.
- Assisting shoppers with their needs, inquiries and concerns.

**Eagle Aviation Jeddah, Jeddah, KSA:**

2007/2009

Duties

- Ensure the safety, comfort and satisfaction of passengers during long- or short-haul flights, provide an appropriate response to any emergency situations including reassuring passengers, coping with cabin fires and administering first aid.
- Dealing with a wide variety of emergencies, and are trained in First Aid.
- Dealing with passengers, handling payments for inflight duty free purchases, promoting sales.
- Assisting passengers with their needs, inquiries and concerns.
- Emergency training includes rejected Take Offs, emergency landings, cardiac and in-flight medical situations, smoke in the cabin, fires, depressurization, on-board births and deaths, dangerous goods and spills in the cabin, emergency evacuations, hijackings, water landings, and sea, forest, arctic, and desert survival skills

**Karthago Airlines, Djerba, Tunisia:**

2004/2006

Duties

- Ensure the safety, comfort and satisfaction of passengers during long- or short-haul flights, provide an appropriate response to any emergency situations including reassuring passengers, coping with cabin fires and administering first aid.
- Dealing with a wide variety of emergencies, and are trained in First Aid.
- Assisting passengers with their needs, inquiries and concerns.

## **EDUCATION:**

### **Bachelor's Degree; English Literature**

Manouba University English department Tunis Tunisia

### **Extra Training**

Cabin crew license to date ICAO license no 2978

My knowledge and experience in aspects of IT encompasses the use of Word processor, Excel spreadsheets, Database and PowerPoint and most Microsoft Applications.

Implementation of software within Airline Industry

Transition of Manual to Computerized stores control (Qpulse)

### **PUBLIC SAFETY**

Certified in CPR and First Aid. Routinely undergoes recurrent training in

Lifesaving techniques that ensure the safety of swimming students socially Perceptive. With experience in assessing individuals physical limitations in relation to environmental risk factors

### **INTEREST AND ACTIVITIES**

My main interests are networking, socializing, music, though I have interest in a variety of sports including Football. I also enjoy as a hobby minor and major repairs and also reconfiguration, upgrading, and updating of computer peripherals.

**REFEERES:**