

**CONTACT DETAIL**

***RESIDENCE***

*UAE, Dubai*

***FIRST NAME***

*Ruth*

***MIDDLE NAME***

*Nginye*

***NATIONALITY***

*Kenyan*

***Languages***

*English (Fluent)*

**CURRICULUM VITAE**

**RUTH**

**ruth.208303@2freemail.com**

**Career Objective**

Seeking a challenging position in a progressive and dynamic organization, where my knowledge, skills & work experience could be utilized in the most productive, innovative & resourceful manner and also provide growth, training and carrier development opportunities in the field.

**academic qualifications and certifications**

* 2000 : Diploma in Air Travel Operation
* 2002 : Computer Application

**Working Experience**

**Qatar Airways Dubai, UAE**

**Position: Airport Services Supervisor**

**Duration: Oct 2013 -Present**

* Supervised whilst ensuring a high level of service the flight-handling activities such as flight editing, check-in, transfers and boarding.
* Developed several effective methods for handling difficult customers .
* Became known among regular customers for professional attitude and efficient way of doing business
* Entrusted to act as a duty officer on his absentia displaying excellent skills to deal with flight delays, disruptions, denied boarding and any other challenges.
* Planned efficient duty allocations of manpower during duty periods .
* Provided leadership, demonstrated team building skills, directed staff and evaluated performance as well as being able to build on constructive feedback.
* Developed and supported standard work and continous improvement process
* Motivated and developed team members resulting in resolution of issues and improvement in team cohesiveness and overall performance.

**Qatar Airways Dubai, UAE**

**Position: Senior Airport Services Agent**

**Duration: Aug 2010-Oct 2013**

* Constant liaison with Check-in, transfer desk, and other related areas for the smooth acceptance of passengers.
* Coordinated with supervisor to determine staffing needs in all operation areas.
* Addressed and resolved escalated customer concerns and assisted agents resolve complex issues
* Communicated changes in company rules and procedures and mentored staff to improve performance and efficiently.
* Performed other related duties, as assigned, for the purposes of ensuring the efficient and effective function of the work unite

**Qatar Airways Dubai, UAE**

**Position: Reservation and Ticketing Agent**

**Duration: May 2005 - August 2010**

* Made and confirmed reservations for personal ,businesss and corporate bookings.
* Worked to resolve passenger booking issues.
* Performed proper flight firming check to maximize flight utilization and reduce No-shows
* Advised of changes in flight plan or cancel or confirm reservation.
* Advised load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity .
* Initiated and promoted company product to generate the revenue.
* Developed and maintained a regular pattern of sales calls.

**Skill and Abilities**

* Effective listener and communicator
* Good interpersonal skills
* Able to work under pressure
* Ability to manage multiple tasks independently
* Confident, self-motivated and determined
* Ability to work well on my own and also as part of a team
* Good organizational and strong leadership skills.
* Excellent negotiation and persuasive skills
* Natural leader

**References**

Available upon request.