**Cover letter**

I write to express my keen interest towards the current Job opening

With an experience of over six years in a vast corporate environment, I have been able to gather a great amount of knowledge and skills required to operate effectively under various organizational conditions.

As a motivated team player that required excellent communication skills as well as effective Time Management skills will help me considerably to contribute towards enriching the quality service of the current job profile.

I firmly believe that with my combined work experience and required qualifications I can make an immediate and positive impact.

I thank you sincerely for taking the time to read my application, and I very much look forward for an opportunity to speak to you in more detail regarding this position.

Awaiting for your kind reply and thanking you in advance for the same.

With Best Regards,

**Noha**

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| **Professional experience** | **Egypt Air – Cairo International** Airport **(July 2009 – July 2015)**   * **Visa checker , Check-in agent , customer service**   **, flight dispatcher**  -knowledge of different lows and regulations required by different countries regarding different nationalities.  -Revise every single passport and other documents regarding every passenger to make sure it conforms to the regulations of the country being departed to.  -Make sure passengers with transit flights are holding the proper documents for each transit point such as transit visas or staying hours allowed in each airport in case transit visas is not required.  -Compiling reports regarding visas, passports and related documents to make sure it’s valid and genuine to avoid heavy fines.  - Interrogate suspected fraudulent passengers and take decisive decisions regarding rejection process of passengers holding imposter or fake documents.  -Handle passenger complains and problems and maintain high level of customer satisfaction.  -Supervising, following counter personnel, loading luggage, gate boarding and coordinate between them all to make sure all procedures are done on time.  -Ensure smooth handling of passenger at departure, check-in area and boarding gates.  -Check-in agent at the counter, where tickets and baggage weight are being checked.  -Endorse new tickets for passengers with missing or delayed flights  **Manaret Al Farouq Language school**, **Cairo (Jan 2009 – June 2009)**   * **English teacher**     **Karnak Tours**  **, Cairo** **(July 2008 – December 2008)**   * **Tour operator**   -Make arrangements for transportation, accommodation and tour activities.  -Handel bookings for hotels, airline tickets to make suitable arrangements.  -Use company database to inform and update hotel fares and ratings. | |
| **Education**  **Professional qualification** | | **Diploma degree in tourism – Sinai high institute**  **for tourism and hotels September 2010**  Grade : Good  **Bachelor Degree in Languages – Japanese**  **FACULTY OF ALSUNAIN SHAMS UNIVERSITY June 2008**  Grade : Good | |
| **Language skills** | | **-**Introduction to marketing online course – university of British Columbia.  -Customer service and passenger handling – Egypt Air.  -Aviation security foundation – Egypt Air.  -Initial dangerous goods regulations (D.G.R) – Egypt Air.  -Initial front line human factor – Egypt Air.  -Visa and document revising – German embassy.  - Good knowledge of MS Office.  - Ability to handle tailor-made software.    **English**  fluent  **Arabic** Mother Tongue  **Japanese**  Good | |
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| **Personal data**  **Organizational skills** | | **Date & place of birth** : March 10th ,1987 - Egypt  **Nationality** : Egyptian   * Ability to work under pressure. * Prioritizing and planning skills. * Team management. | |

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