**ALMAN AHMAD – CV No. 1992678**



**Professional Summary**



To grasp, update and exploit constructively, the latest sales and customer service trends, and disseminate the acquired knowledge, as far as possible.



**Experience**



07/2016 - Current Dubai, U.A.E

**Case Officer**

Assist clients with visa regulations and consultation.



Conduct mock interviews and provide feedback.



Control the release of proprietary and confidential information for general client lists.



Review documents and take necessary steps to cure any deficiencies.



10/2010 - 09/2014 **Royal Jordanian Airlines** － Amman, Jordan

**Flight Attendant**

**International Flight Attendant on Airbus 340/330, 319/320 and Embraer**

Ensure the safety of guests, colleagues, aircraft and its equipments.



Assist passengers, if required, in an emergency situation.



Ensure comfort of passengers with a high level of customer service.



Maintain on board equipment in terms of quality and quantity, particularly when the aircraft is away from base, in order to reduce costs associated with breakages and losses.



Anticipate and deliver an outstanding level of service to all guests by availing their requests on a timely manner and maintaining integrity, confidentiality and professionalism at all points in time.



Complete cabin and galley set-up, customizing on-board stock with shopping, organizing and documenting inventory and ensure cabin presentation is impeccable with constant care and attention to detail.



08/2006 - 11/2009 **Kingfisher Airlines** － New Delhi, India

**Flight Attendant**

**International Flight Attendant; Aircraft operated- Airbus-330, 321, 320, 319 and ATR's**

Responsible to ensure safety of guests on-board and follow the service procedures of the organization.



As a Senior Cabin Crew, accountable to take the pre-shift briefings on behalf of In-Flight Managers.



Also worked as an operating SCCIC(Senior Cabin Crew In charge) /IFM( In Flight Manager) for domestic Sectors and have undergone trainings for the same.



As an International, Business class, cabin crew was responsible to maintain and update the international decorum related to food and service at all points in time.



05/2003 - 02/2006 **Convergys India Limited** － India

**Sr. Customer Care Officer**

|  |  |  |
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|  | Take inbound calls on behalf of CapitalOne banking process. |  |
|  | Real time break management, monitoring & controlling team's AHT |  |
|  | Handle escalations /supervisor calls / give floor support in coordination with |  |
|  | team leaders. |  |
| **Education** |  |  |
| **Bharatiya Vidhya Bhawan** New Delhi , India |  |
| 2004 |  |
|  | Post Graduate Diploma in Public Relations |  |
| 2003 | **Women's College** India |  |
|  | Bachelor of Arts: Vocational-Communicative English-PR(Hons), Advertising and |  |
|  | Video Production . |  |
| 1999 | **Women's College** India |  |
|  | Associate of Arts: Intermediate |  |
| 1997 | C.B.S.E (Boards) |  |



**Personal Information**



DOB-18/03/1982

Gender-Female

Marital Status:Married

Height: 5'3 inches/157 cms

Languages Known: Hindi, English and Arabic(conversational)



**References**



Avaliable Upon Request

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| **ALMAN AHMAD – CV No. 1992678**To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant cvcontacts@gulfjobseekers.com Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |