

Contact HR Consultant for CV No: 340164

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*To secure a challenging position within a progressive reputed organization, this facilitates professional growth and utilization of my qualification and experience, while embracing new methodologies & strategies to remain competitive.*

**WORK EXPERIENCE:**

* **Cabin crew - Service Delivery - Emirates Airline - U.A.E March 2013 - December 2016**

**Role:**

* To provide excellent customer service to passengers while ensuring their comfort and safety throughout the flight.
* To be able to deal with security and emergency situations that may arise.
* To administer first aid to passengers whenever needed.
* To be approachable and friendly at all times and welcome passengers on board.
* To consistently deliver an outstanding standard of customer service and maintain this standard throughout the flight.
* To treat everyone as an individual, this includes displaying respect for customers from every walk of life.
* To sell duty-free commercial goods and pursuing sales targets
* **Sales Executive ( at 3 different brands)**

1. **Avon Cosmetics - 2008 to 2013**
2. **Christian Lay - 2010 to 2011**
3. **Forever Living Products - 2011 to 2013**

**Role:**

* Listening to customer requirements and presenting appropriately to make a sale.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Responding to incoming email and phone enquiries.
* Challenging any objections with a view to getting the customer to buy.
* Advising on forthcoming product developments and discussing special promotions.
* Liaising with suppliers to check the progress of existing orders.
* Reviewing my own sales performance, aiming to meet or exceed targets.
* Gaining a clear understanding of customer’s requirements.
* Making accurate, rapid cost calculations and providing customers with quotations.
* **Kindergarten Manager – Angels Kindergarten – Tunisia - 2011 to 2013**

**Role:**

* Plan, implement and evaluate an appropriate educational program to meet the needs of children attending the Kindergarten.
* Ensure that the Kindergarten operates in accordance with regulations and conditions.
* Manage the administrative aspects of the management of the kindergarten. This includes issues such as timesheets, leave forms, work plan reviews and forms.
* Liaise and co-operate with relevant service providers involved in children’s services within the Council district and in the field of early childhood and family services to ensure that the educational needs of children are met effectively.
* Supervise the activities of the Kindergarten Assistant to ensure that the Educational program is properly implemented.
* Provide support and guidance to parents in relation to education of their children.
* Attend meetings and provide reports so that parents are involved with and understand program objectives.
* Provide and maintain appropriate financial, administrative and developmental records.
* Provide monthly and annual reports concerning operation of the Kindergarten.
* Promote the Kindergarten within the community.

**INTERNSHIPS**

3 months internship at one of the largest Insurance Company in Tunisia – STAR – 2012 – Marketing Department:

* Responsible for day to day marketing activities to help the department develops best communication strategies.
* Research most accepted marketing strategies among specific niche sector of target audience and help team develop campaign.

**EDUCATION**

* Master of Business Management – Superior School of Commerce – Tunisia - 2012
* Diploma of kindergarten Management – 2011

**PERSONALITY and SKILLS**

* Computer Skills: Excel / MS Word / Power Point…
* Motivated and fast learner.
* Responsible, hardworking, energetic, optimistic.
* Good customer care service.
* Possessing a professional, focused and understanding attitude towards customers.
* Strong attention to detail.
* Strong willingness to learn.
* Ambitious and possessing a lot of self-motivation.
* Excellent communication & Negotiation skills.
* Having a flexible attitude and positive approach.
* An understanding of organizational behavior and structure.
* Analytical and critical thinking.
* A creative approach to problem solving.
* Decision –making.
* Persuasive written and oral communication.
* Numeracy and the ability to research interpret and use business and financial data.
* Self-reliance, initiative and the ability to manage time, projects and resources.
* Appreciation of the causes and effects of economic and other external changes.

**PERSONAL DETAILS**

NATIONALITY: Tunisian

LANGUAGES: English, French and Arabic

MARTIAL STATU: Single