**Halima**

Morocco, 30th August 1992

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**PERSONAL PROFILE**

Ambitious public relation representative and admin assistant who keen to have a position at a well-established firm where I can utilize my skills and experiences. An excellent communicator, reliable and able to work on own initiative or as part of a team, remaining adapted and flexible in all situations to achieve personal as well as organization goals.

**EDUCATION & QUALIFICATION**

* **2010-2014:** Humanities & Social Sciences College at United Arab Emirates University/Al-Ain-UAE.

 Speciality **(Public Relation).**

* **2009-2010 :** Baccalaureate (Science) at Aisha Bent Abi Baker Secondary School /

 Abu Dhabi – UAE.

**WORK EXPERIENCE**

* **May 2016 - Present:**
* **Abu Dhabi International Airport (ADAC)**
* **Position: Airport Management Centre (AMC) Admin Assistant**
	+ Create Daily Shift Checklist, Shift Handover, Airport Duty Manager Report Forms.
	+ Worked as an assistant for Head of Terminal Operation, Senior Manager of T3, Senior Duty Manager: attend meetings coordinate with other parties, and writing reports.
	+ Monitor and observe Shift flows & procedures at the Terminals during shifts.
	+ Daily Check of shift reports and incidents report.
	+ Work on AMC Project: Create weekly update, get the staff access card for the new AMC, create AMC Manual and its charts, …, etc.
	+ Coordinate with AMC work team regarding .
	+ Monitor the operation procedure at AMC.
	+ Support Airport Duty Manager (ADM) during emergencies.
	+ Create AMC Manual (describe AMC, procedures, involved departments, system and applications used at AMC,…., etc.)
	+ Brief the team regarding any new roles or functions.
* **July 2014 - May 2016:**
* **Abu Dhabi International Airport (ADAC)**
* **Position: Customer Service Agent**
	+ Guiding the customer, answering their question and solve their problems.
	+ Worked as a Team Leader in many shift: know how to organize the work and the team, control the situation at the peak time, and handle the surprises situation and solve it.
	+ Obtain and evaluate the situation.
	+ Try to maintain the service inquiries and quality.
	+ Organize the work between the teams.
* **August -December 2014:**
* **Ministry of Economy**
* **Position: Public Relation practitioner (Trainer)**
	+ Created and presented strategic business plans (economic).
	+ Able to organize the big events at the ministry.
	+ Able to write emails, and reports.
* **Position: Worked as an assistant for the Director of Government Communication department.**
	+ Organize the whole work of the department.
	+ Collecting data, analyse, and summarize it in order to write reports.
	+ Try to maintain the quality of the work to its standards.
	+ Work with the team department and the other departments to accomplish the results needed.

**WORKSHOPS**

* **2014:**
* **Wow Company at Formula1 (3 days) /Yas Island– UAE.**
* **Position: Organizer in the VIP section.**
	+ Guiding the customer to the main event, and to their seats.
	+ Control the situation at the rush hours.
	+ Scan the entrance card for the customers.
* **Officers Club and Zayed Sport City (Nutro Circus) (1 day each) /Abu Dhabi -UAE.**
* **Position: Organizer.**
	+ Registering the name of the guests.
	+ Organize the whole event.
	+ Serve the customer as needed.
* **2010 :**
* ILETS English Certificate at British Council / Abu Dhabi – U.A.E

**PERSONAL SKILLS**

* + - Excellent interpersonal skill.
		- Reliable and able to work under pressures.
		- Able to take leadership appropriately.
		- Excellent written and verbal communication skills.
		- An active listener.
		- Persuasiveness.
		- Judgment.
		- Collaboration.
		- Confidence.
		- Supporting team work.

**OTHER SKILLS & WORKSHOPS**



* + - **Good at using Microsoft Office:** Word , Excel , Power Point , Outlook, Photoshop, and Final Cut Pro (video editing)
		- Fluent in spoken and written **Arabic and English**. Also, have PRE-Intermediate command of the **French language.**

**PERSONAL INTERESTS**

Drawing, Surfing in the Internet, Walking, Watching movies, and Reading.