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| 1 | **Core Competencies:**  [Rasha.370225@2freemail.com](mailto:Rasha.370225@2freemail.com)  High energy educator , self-motivated ,creative, good organizational and time management skills, Sales, Operations, Multi-Tasking, Team Leadership & Management, communications, Reporting and documentation, Business Analysis, Performance Tracking & Coaching, Employee training. |
| Date of Birth: 20/10/1985  **Education:**   * Bachelor of Science in home economics, Mansoura University 2006.Egypt   **Key Achievements:**   * Experience high school level Arabic teacher, capable of teaching Arabic classes as complimentary study. * Take on initiatives and responsibility to ensure academic progress of all students, regardless of starting level. * Create instructional classes in accordance with planning and timing guidelines * Collaborate with colleagues, support staff, principal and administrators to provide a positive educational environment.   **Professional Skills:**   * Ability to work under Pressure. * Ability to work individually and as a team member. * Able to learn new tasks quickly. * Very good communication skills. * Very good leadership skills. * Self-motivated dependable and goal oriented. * Can deal with different level of people. * Flexible and carry out any other duties when it required by management   **Languages:**   * English (Excellent) * Arabic (mother language)   **DiSC Profile:**  Careful, Focused on excellence, Result oriented and Collaborative. | **Professional Experience**  **Dnata** Description: Description: dn **Jan 2013- Present**  **Customer Service Agent**   * Display excellent customer service skills, team work and understanding to achieve customer satisfaction, with excellent discipline and grooming standards * Strive as a part of a dedicated team to avoid complaints and earn compliments. * Always adhere to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner.   **Special Handling Agent**   * Allocate manpower (attendants, buggy operators etc.) as per the various obtained requests (wheelchair assistance, lounges) thus ensuring timely boarding of the passengers and planning of sufficient manpower at all times to cover the service needs. * Ensure effective communication with the passengers and the senior management and update if any flight or service delays is anticipated. * Ensure that the handling requirements of the various categories of the passengers (e.g. unaccompanied minors, young passengers, wheelchair, elderly and passengers with special needs etc…) have been met and that special services and facilities are provided to meet any special services requirements by the customers. * Report any irregularity or service shortfall to the senior management on duty to enable service recovery and appropriate corrective action to be taken. * Ensure that all the requests and completion remarks are updated accurately in DIMIS and that all charge notes are generated and authorized for billing. Generate a list of pending requests from DMIS to analyze advance work load profile. * Report any irregularity or service shortfall to the senior management on duty to enable service recovery and appropriate corrective action to be taken. * Ensure that the handling requirements of the various categories of passengers (e.g. unaccompanied minors, young passengers, wheelchair, elderly and passengers with special needs etc...) have been met and that special services and facilities are provided to meet any special services requirements by the customers.   **Jumeirah Internatinal Group LLC.** jumeirah-logo **Jan 2008 –Jan 2013**  **CID Administration**   * Providing required information of each In-house guest into Dubai Police System in a correct manner with accordance of SOP * To show departure from the Dubai Police System for all guest leaving the hotel once he receives the check out note from the Guest Service Executive-Reception * Handle suite/room changes in Dubai Police System and all visa request * Sending police report through Dubai Police System at least two times on daily basis. * Hotel representative in case of any enquiry from CID and update record for the report sent on daily basis to Dubai Police * To update the guest profile with the passport details once the visa is requested. * To maintain an updated record for all visa processed and request * Posting the visa charges into the guest account in the hotel information system. * Follow up visa processing to concerned visa coordinators sending to the guest ASAP. * Assisting reservations team with the Arabic calls, filing, handling guest enquires etc   **Home economics teacher Oct2007-Dec2008**  **Obtain a challenging teaching position as a home economics teacher utilizing creative and genuine desire to educate students in high school.**   * Strong knowledge in child care, family relations, finance and parenting. * Solid knowledge of child development and an understanding of how children learn. * In depth knowledge of current theories of home economics. * Experience in food technology and familiar with the curriculum used in schools * Created an executed lesson plans and activities in the areas of family and consumer sciences including nutrition ,food,science,and clothing care * Supervised early childhood education programs, and served on family advisory and mentoring roles. * Served as advice to various student organizations within the school. * Taught students about home management, fainance, family and community and child development. * Take on initiatives and responsibility of teaching English called as complimentary study * Teaches concepts and skills in foods and nutrition, clothing and textiles, home management, family relationships, and consumer education to secondary pupils, utilizing course of study adopted by the board of education, and other appropriate learning activities. * Organizes class activities so that preparation, instruction or laboratory work, and clean-up activities can be accomplished within the allotted class time. * Demonstrates skill techniques in home economics and prepares appropriate instructional aids and display materials to enchanse learning. * Maintains standards of pupils behavior needed to provide an orderly , * Evaluates each pupil’s progress in concepts and skills of subjects taught and contribution to a group project or goal. * Communicates with parents and school counselors on pupil progress * Identifies pupil’s needs, and cooperates with other professional staff members in helping pupils solve health, attitude, and learning problems. * Performs other duties as many. From time to time be assigned by supervisor.   **Contact**  **Residence:** Dubai, UAE  **PP Expire:** 18-Feb-2023  **Visa Expire:** 16-Aug-2022  **Visa Status**: Resident Visa  **Availability:** 1 month notice period |
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