Nora



CONTACT

WORK EXPERIENCE

Dubai nora-399641@2freemail.com

UAE

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A well-reputed Airline Aug. 2018 — Aug.2020

Cabin Crew

Provide excellent customer service to passengers, upholding the brand values and best-in-class quality standards set by Emirates in the aviation industry



Carry out pre-flight duties, including checking the safety equipment and performing security checks Manage passenger behavior and deal with any difficulty onboard



First aid response to passengers or colleagues and deal with any other stressful emergency situations in the cabin



Traveled all over the world and interacted with different cultures and backgrounds, having visited more than 50 countries across all continents (with layovers ranging from 1 to 4 days) Producing written flight reports after each journey



Qualified and experienced operating the Airbus A380 and Boeing 777



Vodafone Jan. 2014 — Jan. 2017

Customer Service Representative (While Studying)

Manage and resolve customer complaints



Identify and escalate issues to supervisors



Research, identify, and resolve customer complaints using applicable software



Recognize, document, and alert the management team of trends in customer calls



Complete call logs and reports



EDUCATION

|  |  |  |
| --- | --- | --- |
| Bachelor Degree in Business | Sep.2016 — Sep. 2019 |  |
| Administration(English section) |  |  |
| Helwan university |  |  |
| Fields Covered: |  |  |
|  |  | Marketing |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Human resources |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Statistics |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Communication |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Organizational leadership |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | business oriented computer applications |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Financial managment |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Resources managment:people, money, time |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  | Strategic planning |  |  |
|  |  |  |  |
|  |  |  |  |



QUALIFICATION

Microsoft Office applications:Word, Outlook, Excel and PowerPoint. Knowledge of video and picture editing software such as Adobe. Full understanding of all social media platforms. Certified by GCAA for First aid and Emergency response. Knowledge of content management systems



LANGUAGE

Arabic: Native



English: Near native/ Fluent



French: Beginner



Portuguse: In Progress



TRAINING

Linkdin Certificates



Marketing Communication and media planning Workshop



Search Engine Optimization (SEO)



Google analytics



Social Media Management



Adobe Premier Video editing



Advanced Digital Marketing



SKILLS

Web Development



Video editing(Adobe premiere)



Analytical Tools (Google analytics)



Project Managment (Social Media Campaign Management)



Communication, Network and Negotiation



Content Writing, Copy Writing



Flexible Attitude and Adaptive



INTERESTS

Travelling the world and experience new cultures (meeting different people, traditions and gastronomies)



Water sports, including free diving and scuba diving (AIDA II certification for free and scuba diving)



Flow yoga



Running long distance



REFERENCES

References available upon request.

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