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| Objective In pursuit of challenging career with unending quest for knowledge and an exposure to the cutting-edge technologies, strive to bring in the best, by ensuring cordiality in team work with goal oriented approach in a multicultural environment, accompanied with dedication and sincerity, as essential hallmarks for the well-being of human beings, growth and prosperity of the organization and individual development. Personal info D.O.B : 31-08-1992  Nationality: Moroccan  Visa Status: Visit Visa  Marital Status : Single  Email: sofia-394430@gulfjobseeker.com Language proficiency English - Fluent  French - Fluent  Arabic - Fluent  Urdu/Hindi - Intermediary  Spanish - Basic |  | SofiaEducation & training 2016 (3 months)  Microsoft Office training 2003 & 2007 at NETDEV society, Marrakech, Morocco  2015 - 5016  Ground Handling Services at the IACCA International Airlines cabin crew academy in partnership with SWISSPORT Airlines  2011 - 2012  1 year in English studies at faculty of letters and humanities of Marrakech  2010 - 2011 El Maghreb El Aarabi High School, MarrakechWORK EXPERIENCESecurity - Administration Officer 2018 - 8 Months   * Customer representative * Supporting sales team and coordination. * Issue approved certificates from RTA and Dubai Police (Secure Path) * Making quotations for installation of GPS in Vehicles * Client interaction through phones & emails.  Narjis – Driving School - Administration Officer 2016–2017   * Handlings calls and E-mails * Greeting customers and giving initial orientation classes * Handling office schedules and preparing necessary reports.  Marrakech International Airport - Ground Staff Agent 2015–2016   * Check in passenger details in ALTEA system * Re-booking passengers whose flights have been cancelled or delayed * Check all necessary documents of passengers Assisting passengers with all enquiries including lost or delayed luggage’s * Check boarding pass of passengers and making announcements * Performing various works from commercial to technical handling for safe and steady departure and arrival of an Aircraft   Oasis Flys Call Center – Reservation Agent  2014-2015   * Customer care * Form filling of the visitors * Receive calls and respond accordingly  SKILLS  * Microsoft office training 2003/2007 at NETDEV society- Marrakech * MS Office (Word, Excel, Power Point) * Well versed with internet tools and techniques |