

Resume.ae

Dubai, UAE

D.O.B:

Tel: 0097143554850

Marital Status: Single

Nationality: British

Email: info@resume.ae

RELEVANT CAREER HISTORY

Emirates Airline - First Class Cabin Crew

March 2003 - Present, Dubai, UAE

Eleven years of experience as Cabin Crew for Emirates Airline including 8 and half years of experience working in the premium cabins of first and business class. Emirates Airline is an international award winning airline.

- Provided customers with a standard of excellence of Safety, First Aid, Security and Service to gain customer loyalty for repeat business.
- Created opportunities to act as a customer service agent and to provide a high level of individual attention to customers.
- Holder of UAE GCAA Flight Cabin Attendant License and Medical Certificate.
- Fully trained and license holder of Safety and Emergency Procedures and First Aid through Emirates Aviation Collection and GCAA.
- Certified for Boeing 777-200/ER and 300/ULR and LR, Airbus 330-800. Held license for Airbus 330-200 and 340-500.
- Certificates in Preventing Unlawful Interference and Dangerous goods.
- Certified in First Response Cardiac Emergencies.

Servisair - Passenger Handling Agent

May 2002 - Feb 2003, Manchester Airport, England

Servisair is the world's leading operator in aviation ground services, delivering an integrated range of handling solutions across more than 140 locations around the world.

- Successfully completed a Passenger Agent training course.
- Was responsible for working in a number of different teams including the ground handling for Singapore Airlines, Pakistan International Airlines, Air France, Airtours and Britannia.
- Checked tickets and travel documents, checked passport and baggage for security, issued seats and boarding passes.
- Responsible for on time boarding, pushback and departure of aircraft.
- Ensured oversized baggage was controlled before passport control and at boarding gate.
- Responsible for the boarding procedures. Ensured all checked in passengers were at the gate on time. Checked boarding passes and verified total passenger count for security, liaised with dispatcher, solved any seating issues. Responsible for ensuring on time departure of the aircraft.
- Involved in meeting and greeting arriving aircrafts.
- Looked after VIPs and unaccompanied minors ensuring they transit through with assistance or assisting them through passport control and baggage area.
- Dealt with customer service desk handling any questions, queries or problems, giving information and advice on flight arrival and departures and handling customers during delayed flights.

Thorntons PLC Manchester - Sales Assistant/waitress

1999 - 2002, Manchester, England

Thorntons PLC is the UKs largest manufacturer of specialist chocolates and has a 200 million pound turnover with 379 shops and cafes and around 200 franchises.

- Responsible for making sales and promoting the latest products.

- Was given Assistant Manager Responsibilities such as opening and closing of the store, handling opening and closing of cash machines and general presentation and preparation of the store and the café, preparing food and beverages.
- Stock taking and cashing up.

Qualifications

South Trafford College, UK, England, 1998 - 2001

NVQ Level 2 Air Cabin Crew, 2000 - 2001

- NVQ level 2 Air Cabin Crew EMTA
- Level 1 Fares and Ticketing
- ABTAC (Association of British Travel Agents Certificate -
 - Location Geography - Level 2 - Written - MERIT
 - Travel Services - Level 2 - Written - PASS
- Spanish GCSE - Grade C
- Sign Language

GNVQ Advanced in Leisure and Tourism, September 1998 - June 2000

- BTEC GNVQ Advanced Leisure and Tourism - Awarded - MERIT
Units Achieved:
 - Investigating the Leisure and Tourism Industries
 - Finance in the Leisure and Tourism Industries
 - Business Systems in the Leisure and Tourism Industries
 - Developing Customer Services in Leisure and Tourism
 - World Wide Travel Destinations
 - Tourist Attractions
 - Tourism Development
 - Human Resources in the Leisure and Tourism Industries
 - Marketing in Leisure and Tourism
 - Health Safety and Security in Leisure

Brookway High School, Manchester, England 1995 - 1998

Achieved 10 GCSC'S Grade C and above in:

- Travel and Tourism
- Design and Technology: Food Technology
- Information Technology
- Performing Arts: Dance
- Science Technology and Society
- Science: Double Award
- English
- English Literature
- Mathematics
- Spanish

Hobbies and Interests

- ✓ Black Belt 2nd Dan in Karate.
- ✓ Represented Great Britain in the WKA world championships winning silver medal.
- ✓ Won Gold Medal and title of European Champion for two years running.
- ✓ Recently represented England on the English Team in 2014. Won Gold medal at European Championships and Bronze in the World Championships.
- ✓ Karate Instructor.
- ✓ Also enjoy long distance running and Pilates.