



Dubai, UAE



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Date of Birth:



Australian



## Career Goal

A dynamic and result-oriented Leader Senior Flight Attendant with a diverse experience encompassing client service and entrepreneurship. Inspiring to go beyond boundaries and delivering exceptional performance, facilitating employee development through performance analysis and feedback, enhancing learning experiences and knowledge distribution and creating a leadership ambience that reflects the world class standards and excellent service.



## Core Competencies

- ✓ Client Relationship
- ✓ Customer Service
- ✓ Leadership
- ✓ Learning & Development
- ✓ People/Team Management
- ✓ Performance Development
- ✓ Safety & Security
- ✓ Resource Planning
- ✓ Issue Resolution
- ✓ Quality Assurance



## Strengths

- Trained Leader Senior flight steward with Emirates Airline in customer service, safety, security and advanced first aid both CPR levels 1 and 2 defibrillator and tempus.
- Trained in First class fine dining and service with Emirates airline.
- 6 month Leadership training for Senior Flight Steward.
- Highly motivated to deliver high standards of customer service and satisfaction, while exceeding customer expectations
- Thorough knowledge of air safety and security with ability to take accountability for crew performance and service delivery.
- Result oriented in addressing operational issues, exceeding performance standards and monitoring crew performance
- Demonstrated experience in identifying training and development needs, motivating staff, identifying issues and establishing solutions.
- Ability to maintain cultural sensitivity through professional practices that allow widen customer base and increase revenue.



## Major Achievements

- Launched a freelance mobile integrated massage therapy and strength and conditioning trainer business.
- Co-owner and chef in two successful businesses seafood restaurant Blue waters and Italian restaurant Pizzetis.
- Became an on-board Leader Senior Flight Steward
- Peer support coach for troubled youths for various sport clubs.



## Educational Background

- **T.A.S.A**  
Certification in Hospitality and Retail Operations- Southbank [2003]
- **Southern School of Massage and Natural Therapies**  
Certification in Integrated Massage Therapy - Brunswick [2002]
- **Southern School of Massage and Natural Therapies**  
Certificates 1 and 2 in First Aid – Brunswick [2002]

## Professional Contour

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### Emirates Airline

Aug 2005 - Open

#### Senior Flight steward [United Arab Emirates]

**Core Role:** Rendering First Class Premium Service, Engaging in passenger management, Ensuring security and safety.

#### Job Responsibilities:

- Leading, facilitating and managing people and product resources while managing time and delivering a world class customer service to on board customers and personalized service to High valued customers, Platinum members and Invitation only VVIP customers.
- Meeting and exceeding customer expectations, build and enhance customer loyalty to make Emirates Airlines the most preferred air carrier
- Acting customer service personnel on board, interacting with all customers while rendering equal attention and special service to each customer
- Ensuring high standards of on board customer service are met and observed by all cabin crew members without negotiating on quality, comfort and safety

### My Massage Therapist

Feb 2003 –

Jul 2005

#### Massage Therapist [Australia]

**Core Role:** Providing unparalleled massage and well-being service through sub-contractors.

#### Job Criteria:

- Identified and developed contracts with sub-contractors to outsource massage and well-being services.
- Offered premium massage therapy to VIP clients, while ensuring high degree of professionalism and client satisfaction.
- Major sub-contractors; Melbourne Storm, Sydney Roosters, Australian National Rugby Teams and Pisces Plus Psychological Consulting Groups.

### Blue Waters

Jul 2004 – Jul 2005

#### Co-owner/Customer Service Manager/Chef [Australia]

#### Job Criteria:

- Led the business set up operations from construction to employee recruitment.
- Identified food preferences of customers and developed exquisite food items.
- Ensured high customer satisfaction upon delivery of service with continuous feedback and improvement.

## Past Experience

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### Pizzetties

Jan 2000 – Jan 2003

#### Co-owner/Customer Service Manager [Australia]

**Job Criteria:** Managed employees and customers, enhanced service standards, handled merchandising operations and stock control and developed sales strategies.

## IT Skills

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- MS Office [Word, Excel, PowerPoint]

## Personal Details

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Languages : English and Greek  
Driving License :