



Name Surname

Date of birth: 01/01/2000

Nationality: Emirati

Gender: Male / Female

CONTACT

🏠 Airport Terminal 3, Garhoud
Area PO Box 686, Dubai, UAE.

✉ myemail@address.com

📞 +971 (0) 525555555

Customer-focused professional with strong **communication skills** and a proven ability to ensure customer' **safety** and **satisfaction**.

WORK EXPERIENCE

● **04/ 2016 – CURRENT** Dubai, UAE
Flight Attendant

● **09/2014 – 04/2016** City, Country
Waiter

● **09/2013 – 02/2014** City, Country
Real Estate agent

● **07/2013 – 09/2013** City, Country
Break (holiday)

● **06/2012 – 07/2012** City, Country
Studying for a extra-curriculum course

EDUCATION AND TRAINING

09/2007 – 06/2012 City, Country
Diploma / University Degree in xyz at Uni "zqw"
Level in EQF level 5

01/2011 – 02/2011 City, Country
Certificate of xyz at "zqw" School/Uni

01/02/2013 – 01/05/2013 City, Country
B1 English - PET (preliminary english test) at "zwq University"

01/10/2018 – 10/04/2019 City, Country
Xyz Certificate "zwq University"

LANGUAGES

MOTHER TONGUE(S): Italian

Other language(s):

English

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2

Spanish

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2

Portuguese

Listening A1

Spoken production A1

Reading A1

Spoken interaction A1

Writing A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

Organisational skills

- **Time Management:** Ensuring adherence to strict schedules and efficient completion of tasks.
- **Prioritization:** Manage multiple responsibilities by prioritizing according to my responsibilities.
- **Attention to Detail:** Conducted precise checks to maintain cleanliness, safety and maintaining high service standards.

Communication and interpersonal skills

- **Active Listening:** Addressing concerns effectively by understanding the needs of customers.
- **Conflict Resolution:** Mediated and resolved passenger disputes to maintain a calm cabin environment.
- **Team Collaboration:** Working seamlessly with colleagues to ensure smooth flight operations.

Job-related skills

- Excellent **situation awareness**.
- Fundamental **FIRST AID** trained and responder.
- Outstanding **CRMs** in situations where there is no script for what is being faced.
- **Multilingual**.