



RHINIZA VIDAL

Contact

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Skills

Public Relations and Customer Service

Interpersonal Communication

Six Sigma Fundamental Course

Experienced Inflight Services Supervisor with 15 years of experience in Customer Service both in the Aviation and BPO Industries. Performance excellence in resolving problems, driving customer satisfaction and team success through critical-thinking, attention to detail and organizational skills.

Work History

2016-06 -
2020-12

Inflight Services Supervisor

Emirates Airlines, Dubai, UAE

- Inflight Services Administration - Advocated for customer and team ownership by welcoming High-valued customers, appropriating resources, managing workflow and maintaining safety, security and service standards to ensure customer needs are met.
- Maintained and updated customer information, address necessary actions and record information in the company specific CRM database -KIS.
- Ensured complaints are fully investigated, managed effectively and appropriate resolution and follow-up is provided.
- Provided training, direction, coaching and feedback to a team of 20-24 to ensure continuous improvement.
- Ensured competency-based KPI Evaluations are completed per flight and discussed with the individual team member on board.
- Maintained business awareness, understanding of company policies, and suggested improvements to different departments to enhance customer experience as well as cost saving/revenue generation measures.
- Developed crew members and provided support in Duty Free Sales, Seat Upgrades as well as operation of POS handheld machines.

2009-01 -
2016-06

Cabin Crew

- Achieved customer satisfaction by ensuring thorough understanding and anticipation of

Quality and Customer Satisfaction Course, Coaching to Resolution Course

Market Research and Data Analysis

Attention to detail and Accuracy

Microsoft Office Applications

Effective Conflict-Resolution Management

Influence and Negotiation

Time Management and Organization

Critical-thinker

Supervisory Expertise

Customer and Crew Resource Management

Email Marketing and Management

Appointment Setting and Calendar Management

Typing Speed: 73wpm

2007-06 -
2008-12

- customer needs, answering questions and providing solutions to issues arising during flights promptly.
- Boosted sales of Products (Duty Free Sales/Seat Upgrades) through unique selling techniques, POS operation and optimize revenue.

Quality Compliance Evaluator

Convergys Philippines Services Corporation (BPO Industry), Cebu, Philippines

- Monitored daily performance of 25 agents, generated reports detailing quality and accuracy of product knowledge, customer interaction and issue resolution in relation to set CSAT ratings and quality standards.
- Escalated repeated issues to Team Managers and other departments, collaborated to identify root cause and provided resolution of issues relating to products and customer service.
- Analyzed data and conducted calibration meetings with vendors to identify opportunities for improvement through the use of charts and metrics.
- Provided clerical and administrative support to Quality Compliance Manager such as conducting meetings, handling correspondence, and reports generation and presentations.

2005-05 -
2007-06

Customer Service Specialist

- Responded to 80-100 inbound calls, inquiries and maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs, resolving actionable trouble tickets, promotion and marketability of products to drive sales.
- Evaluated trouble tickets, recorded customer interaction and solutions provided to the customer.

Education

2001-06 -
2005-03

Bachelor of Science: Management Accounting

University Of San Carlos - Cebu City