



Cherifa Nouiouar

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Date of birth: 01/08/1985

Gender: Female

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📍 **Address :** Abu Dhabi (United Arab Emirates)

ABOUT ME

Hard-working, dedicated, and experienced salesperson with a positive outlook, friendly personality, and pleasant disposition. Can work long hours, quick learner and can articulate product specifications clearly and observe excellent customer service practices.

WORK EXPERIENCE

Cabin Crew Etihad Airways Abu Dhabi – UAE

Etihad Airways [02/2011 – 12/2020]

City: Abu Dhabi

Country: United Arab Emirates

- To deliver a high standard of customer service and safety onboard all Etihad aircrafts contributing to consistent service excellence;
- Worked as Etihad Airways Ambassador with Virgin Australia and Jet Airways flights to represent Etihad as a five stars company.
- Performed onboard service in accordance to airline process and standards, to maintain the highest level of Customer Service;
- Often helped in emergency situations where passengers needed medical assistance.
- Worked as Onboard Leader for economy class onboard 321/320/319 Aircrafts.
- Made decisions in situations when necessary without compromising on the company standards.
- Carried out pre-flight duties, including checking the safety equipment and security checks, ensuring the aircraft is clean and tidy. The information in the seat pockets is up to date and all meals, drinks and stock are onboard.
- Checked the condition and provision of emergency equipment and information for passengers.
- Demonstrated emergency equipment and safety procedures.
- Administered first aid and deal with emergencies.
- Produced written flight reports after completing each journey.

Cabin Crew Air Arabia Sharjah - UAE

Air Arabia [04/2008 – 02/2011]

City: Sharjah

Country: United Arab Emirates

As a flight attendant, I have provided a variety of personal services for the safety and comfort of the passengers during the flight. Working for a low cost airline gave me the opportunity to experience first hand customer service and sales by offering a variety of duty free products on board. After landing, I was in charge of preparing written flight reports stating the flight status from operations, procedures and anomalies point of view.

Sales Manager

Sephora-Maroc [08/2004 – 09/2006]

City: Rabat

Country: Morocco

As a sales manager I developed sales and targeting strategies for the company. I managed the sales teams, allocated sales resources based on the plans, prioritized and followed up on critical leads, developed sales pitches and adjusted them over time, and maintained a sales platform to track all leads and sales.

Medical assistant

Imamounya Clinic [11/2007 – 03/2008]

City: Rabat

Country: Morocco

- Maintained medical supplies inventory and performing preventive maintenance to keep medical equipment operating.
- Verified patient information by interviewing patient, recording medical history, and confirming purpose of visit.
- Prepared patients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature; and reporting patient history summary
- Secured patient information and maintains patient confidence by completing and safeguarding medical records; completing diagnostic coding and procedure coding; and keeping patient information confidential.
- Served and protected the practice by adhering to professional standards; facility policies and procedures; and federal, state, and local requirements.

EDUCATION AND TRAINING

Bachelor degree in French Law

Mohammed V University of Law, Economics and Social Sciences, Rabat, Morocco [10/2004 – 06/2006]

Address: Rabat (Morocco)

Flight attendant

INFOHAS Institute, Rabat, Morocco - Flight Attendant Training [09/2006 – 09/2008]

Address: Rabat (Morocco)

LANGUAGE SKILLS

Mother tongue(s):

Arabic

English

LISTENING: C2 **READING:** C2 **WRITING:** C2

SPOKEN PRODUCTION: C2

SPOKEN INTERACTION: C2

French

LISTENING: C2 **READING:** C2 **WRITING:** C2

SPOKEN PRODUCTION: C2

SPOKEN INTERACTION: C2

DIGITAL SKILLS

Microsoft office(WordExcel Powerpoint Outlook) / SAP specific softwares

MANAGEMENT AND LEADERSHIP SKILLS

Sales manager

- Managing organizational sales by developing a business plan that covers sales, revenue and expense controls.
- Meeting planned sales goals.
- Overseeing the activities and performance of the sales team.
- Developing your sales team through motivation, counseling and product knowledge education.
- Understand our ideal customers and how they relate to our products.
- Solving customer complaints and answering customers' questions.
- Writing reports for general managers.
- Assisting with the selling of the store's products and services and assisting to maximize sales.
- Stocking shelves, setting up displays, ringing up merchandise and sales.
- Providing sales staff with constructive feedback and assisting staff to solve customers' problems.

ORGANISATIONAL SKILLS

Organizational skills

- Managerial experience gained through my experience as a sales manager at a beauty chain.
- Able to work efficiently in a team environment. The ability to lead and motivate a team.
- Responsible, realistic and dependable.
- Good organizational and time management skills: as a flight attendant I learned how to complete all my tasks on time and how to be proactive in doing those tasks.
- Customer oriented.
- Dynamic personality with a drive to achieve targets.
- Good 'People Skills', for working with a range of colleagues and clients.

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Very good communication skills gained through my experience as a sales manager and also as a cabin crew . Demonstrated ability to communicate with people from a variety of cultures. Ability to uphold high standards of customer service and speed whilst at the same time adhering to the company's regulations and procedures. Competence in handling difficult situations and the ability to remain calm under pressure and in emergency situations. The gift of being tactful and diplomatic but also assertive when necessary.