

CURRICULUM VITAE



**THUREYA FAIZ
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Personal Details

Date of Birth: 15/04/1984

Gender : Female

Religion : Islam

Nationality : Kenyan

Civil Status : Married

Passport Details

Passport No : AK0497017

Visa Status : Employment Visa

CAREER OBJECTIVE

Seeking a challenging career in a professional organization where my skills and communicate can be utilized and further develop.

PROFILE:

To work in reputable organization which further enhance my Experience and knowledge as well have an opportunity to grow my career. I enjoy working at a challenging position, providing with the best possible results and emerging with excellence and to make optimum use of my administrative, operational and interpersonal skills in an organization that can offer me executive and professional growth opportunities.

WORK EXPERIENCES:

- ❖ Presently working as a **SUPERVISOR AIRPORT SERVICE** in **EMIRATES AIRLINE, Dubai. (2010 – till date)**
 - Ensure availability of full complement of staff (escalating to Resource Allocators where necessary) especially during peak hours. Support, coach, develop and motivate all team members, and peers, to build morale and ensure excellent discipline and grooming standards. Support EK.04 & EK.05 team members in the achievement of their accountabilities ensuring that they are fully briefed/debriefed in relation to their provision of superior customer service, and maintenance of standards, as per the Standard Operating Procedures (SOP).
 - Support staff performance evaluation process by ensuring reviews are conducted, or contributed to, for team members in accordance with corporate standards and within the stipulated time limit. Establish Development Plans for frontline staff. Display excellent motivational leadership, delegation and mentoring in-order to facilitate customer satisfaction. Strive with your team to avoid complaints and earn compliments.
 - Identify system/operational lapses in the service and work towards service improvement by recommending corrective measures whilst preserving customer services standards as well as on-time performance

- ❖ 8 months experienced in **CUSTOMER SERVICE SUPERVISOR**, Dubai Festival City, Dubai. UAE (March 2, 2008 –November 11, 2008).
 - Handling Customers Quarries and Complains
 - Assisting staff with their daily duties and activities
 - Arranging meetings for feedback with the managers
 - Working as a team to deliver world class service to customers
 - Making staff working schedules
 - Administrative work.

- ❖ 1 year experienced in **CALL CENTRE AGENT**, Australian Visa Application Centre, Dubai. UAE (May 2007 –February 2008).
 - Answering all incoming calls
 - Handling customer queries and complains
 - Checking visa status for the customers
 - Submitting all visa applications to the consulate
 - Administrative work

- ❖ 1 year experienced in **SALES ASSISTANT, Dubai Duty Free Department of Civil Aviation, Dubai, UAE.** (March 2006 - January2007).
 - Making Counter Transactions (Cash / Electronic Cards)
 - Submitting daily cash report
 - Maintaining detailed cash transactions
 - Ensuring the displays are up to date and maintaining
 - Attending and communicating with Customer needs

- ❖ 2 years experienced in **SALES ASSISTANT AND RECEPTIONIST, INSPIRATION BOUTIQUE, KENYA.** (March 2003 – April 2005).
 - Attending to customer
 - Maintaining sales register
 - Handling the front desk
 - Answering phone calls
 - Arranging appointments
 - Administrative work

EDUCATIONAL QUALIFICATION: -

- ❖ **Secondary School Certificate** – Qubaa Secondary School, Mambasa, Kenya – 1999 - 2002.
- ❖ **Primary School Certificate** - Qubaa Secondary School, Mambasa, Kenya – 1991 - 1998.

LANGUAGES

- Arabic, Hindi, English & Swahili.

PERSONAL SKILLS: -

- Hard working and Dedicated
- Honesty & Reliability
- Good communication and analytical skills
- Easy adaptability to situations.
- Leadership Quality

DECLARATION:

I here declare that the above mentioned statement is correct & true to the best of my knowledge & belief.

REFERENCES:

Available upon request.

THUREYA FAIZ MOHAMMED KHALIFA