

## CURRICULUM VITAE

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### OBJECTIVE :

TO pursue a rewarding career in a position that is fulfilling, where one can utilize accumulated skills and knowledge efficiently for organizational growth and to subsequently progress in a globally competitive environment on challenging assignment that yield steady-paced professional maturity.

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### **Professional Experience :**

QATAR AIRWAYS

Nov 2104 - Nov 2020

position: Cabin Supervisor

#### Responsibilities:

- . Responsible for passengers safety & comfort from the time they board the aircraft until they disembark the aircraft and maintaining a flawless image of the company at all times as a brand ambassador.
  - . Administer FIRST AID when necessary, applying SOP'S and completing voyage reports preflight , inflight and post flight.
  - . checking the serviceability of all safety and emergency equipments onboard the aircraft on a thorough safety checks.
  - . communicating with all relevant departments to make sure that all procedures and policies are being followed at all times.
  - . attending and conducting preflight briefings , train , coach and guide new flight attendants , motivating , encouraging and building team capabilities with the highest CRM standards, promoting the airline and generating potential value.
  - . portraying a positive attitude and providing the highest safety standards and anticipating customer needs to exceed their expectations.
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## AIR ATLANTA ICELANDIC

May 2012 - Nov 2014

Position: Flight Attendant

### Responsibilities:

- . Responsible for passengers safety & comfort from the time they board the aircraft until they disembark the aircraft.
  - . checking the serviceability of all safety and emergency equipments onboard the aircraft on a thorough safety checks.
  - . Administer FIRST AID when necessary , excellent problem solving skills , prioritizing responsibilities and applying SOP's.
  - . portraying a positive attitude and providing the highest safety standards and anticipating customer needs to exceed their expectations.
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## ONUR AIR

Jan 2010 - May 2012

Position: Flight Attendant

### Responsibilities:

- . Responsible for passengers safety & comfort from the time they board the aircraft until they disembark the aircraft.
  - . portraying a positive attitude and providing the highest safety standards and anticipating customer needs to exceed their expectations.
  - . checking the serviceability of all safety and emergency equipments onboard the aircraft on a thorough safety checks.
  - . Administer FIRST AID when necessary and applying SOP's at all times.
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## Vodafone - UK - VOIS - EGY

Oct 2007 - Dec 2009

Position: International customer service advisor

### Responsibilities:

- . *resolve customer complaints via phone, email and verify account information.*
  - . cancel or upgrade accounts, assist with placement of orders & advise on company information.
  - . Handling offshore accounts and anticipating customers needs & Clients queries.
  - . deliver exceptional customer service while handling changes in policies or renewals to exceed customer's expectations.
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## EDUCATION:

Holding Bachelor Degree in business science from faculty of commerce-Cairo University.  
High School Diploma from Victory College-Alexandria.

## E- Learning Scholarships:

Holding MBA from Nevada University - US , international student program.

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## Certificates and courses:

- .Certificate of Distinction - Nevada University - US
  - . [HRM](#) - Diploma - Nevada University - INTL student program.
  - . [AUBA](#)-American union of business administration INTL membership certificate.
  - . [CRM](#) - Crew Resource Management certificate - QA.
  - . [SMS](#) - Safety management system certificate - QA.
  - . Customer First Award Certificate - QA.
  - . [ICDL](#) - computer literacy certificate - EIS - Arabia.
  - . [BULATS](#) - business english language fluency - British Council.
  - . [IATA](#) - Airline training & development certificate - Montreal CA.
  - . [WSET](#) - level 1 award (QCF) from the international wine & spirit centre - UK.
  - . Premium Service excellence program certificate of Achievement - QA.
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## Skills Highlights:

- . Hardworking, resourceful, flexible, and attentive to details.
  - . Adaptation to dynamic environment, can perform with minimalist supervision.
  - . Trustworthy, honest, friendly, approachable, persistent and with high level of integrity, with excellent cultural awareness skills.
  - . Ability to perform well under pressure and work objectively in duress.
  - . self driven, motivated, competent, time efficient, and effective team player.
  - . excellent communication skills with the ability to coach, guide, train, and with high capacity for learning and excellent decision making.
  - . exceptional analytical ability, comprehension skills and creativity.
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## Language Skills:

Arabic: Native  
English: Fluent

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**\*\*[NOTE](#):** *References and letters of appreciation will be provided upon request.*