

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.

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.

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

****NOTE:** *References and letters of appreciation will be provided upon request.*