

Diana Hammad

Address: Beirut, Lebanon

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CAREER:

11/2021-present

IFPLS/International Flight Planning Solutions

Position: **Flight Operations Dispatcher**

Tasks:

- Work on several flight planning systems and process customer's operational requests.
- Build and manage flight schedules in professional manners.
- Assist Ground Ops in setting up ground support for commercial charters.
- Communicate operational information/changes to all affected stations, vendors and affected suppliers.
- Review validation reports for operational data and adjust the operating system as necessary.
- Monitor all flight activity and ensure that customs, immigration and all required services are arranged for clients' flights. (Pax and Cargo flights)

06/2017-present

Private Tutor

Tutoring for student in grades 7-12

- Private sessions in Math and Physics up to grade 12.
- All subjects for all grades up to 9th grade.

10/2021-11/2021

IELTS Lebanon / AES Global

Position: **Customer Service & Sales Coordinator**

Tasks:

- Calling candidates for immigration consultations.
- Managing and following up with candidates for training courses (English and IELTS).
- Helping interested candidates in registering for IELTS.

06/2019-08/2021

Diamond Fashion

Position: **Assistant Manager & Salesperson**

Tasks:

- Supervising employees during day-to-day tasks.
- Providing customer support in escalated situations
- Managing the overall workflow of the workplace and communicate with merchants and close deals.

06/2017-06/2019

Diana Shopping Center

Position: **Assistant Manager**

Task:

- Supervising employees and managing all work.

EDUCATION:

09/2019-present

Lebanese University – Faculty of Sciences

Bachelor of Science – Physics

EXPERIENCES AND AWARDS:

- Participant in Young Mediterranean Voices Debate Championship (2020).

- Participant in EuroMed Debate Championship (2020).
- Member at “Together We Change”, a voluntary group of youth in Rachaya District (2016-2020).

SUMMARY SKILLS:

COMPUTER SKILLS:

- Programming: C++
- Others: Microsoft Office (Word, Excel, PowerPoint)

LANGUAGES: Native Arabic, Fluent in English.

SOFT SKILLS:

- Organizational, Management and Communication skills.
- Advocacy, Debating and Public Speaking: Participated in Young Mediterranean Voices Debate Championship (2020).
- First Aid

INTERESTS AND HOBBIES:

- Sports: Dancing, Hiking, Football.
- Artistic: Drawing, Painting, Reading, Writing.