


# Mitsa Yammine

 **Home** : Lebanon, 00000, Beirut, Lebanon

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**Gender:** Female **Date of birth:** 15/01/2000 **Nationality:** Lebanese

## ABOUT ME

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Dynamic and resourceful person experienced in customer service seeking a challenging opportunity in a professional and vibrant organization where I can fully use my skills and knowledge for organizational and personal growth.

## WORK EXPERIENCE

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[ 07/2019 – 09/2023 ]

### Senior Cabin Crew Officer

#### *Middle East Airlines*

**Country:** Lebanon

***Overseeing and ensuring the highest standards of safety, customer service, and operational efficiency.***

- Leading, motivating, and managing the teams of cabin crew members to ensure adherence to company policies, safety regulations, and exceptional customer service.
- Providing training and guidance to new cabin crew members.
- Monitoring and evaluating the performance of cabin crew, providing constructive feedback for continuous improvement.
- Ensuring In-flight operations such as implementation of safety and emergency procedures, addressing and resolving any in-flight issues or challenges effectively and professionally.
- Ensuring the highest level of customer service is maintained and handling passenger inquiries, requests, and complaints with tact and efficiency.
- Participating in customer service conflict resolution tactics and safety procedures trainings.
- International expertise and understanding: Adapted to cross-cultural work environments.
- Maintaining effective communication with the relevant departments.

[ 2020 – 2021 ]

### Data Collector and Data Entry Volunteer

#### *AVSI FOUNDATION*

**Country:** Lebanon

***Ensuring smooth and accurate data collection and Data Entry for the projects in alliance with the required standards and project-specific requirements.***

- Conducting on-site data and phone calls Data collection in the collaborating with local communities and partners.
- Utilizing surveys, interviews, and other data collection methods to gather relevant information.
- Performing quality checks to ensure data integrity and consistency.
- Generating regular reports based on collected data.
- Maintaining strict confidentiality regarding sensitive information and adhere to data protection policies.

[ 2018 – 2019 ]

### Data entry clerk

#### *Caritas*

**Country:** Lebanon

***Ensuring smooth and accurate Data Entry related to projects in alliance with the required standards and project-specific requirements.***

- Entering, updating, and managing data related to the various projects, beneficiaries.

- Regularly updating and maintaining records of program activities, beneficiaries, and other relevant information.
- Conducting routine data quality checks to identify and correct errors promptly.
- Collaborating with other team members to ensure seamless communication and coordination of data-related activities.
- Maintaining strict confidentiality regarding sensitive information and adhere to data protection policies.

## EDUCATION AND TRAINING

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[ 2021 – Current ]

### Master's In Marketing

**Lebanese International University** <https://liu.edu.lb/>

**Country:** Lebanon

[ 2017 – 2020 ]

### Bachelor degree In Business Management

**Lebanese International University**

**City:** Beirut

## LANGUAGE SKILLS

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**Mother tongue(s):** Arabic

**Other language(s):**

**French**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

**English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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Microsoft Word | Microsoft Powerpoint | Microsoft Office | Outlook | Social Media |  
Microsoft Excel | google drivers and docs

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