

Yara Hamieh

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Objective

Dedicated and adaptable professional looking for a position that allows me to leverage my experience in administration and customer service to make a meaningful contribution and grow within a forward-thinking organization.

Education

LEBANESE BACCALAURÉAT IN LIFE SCIENCE | 2015 | COLLÈGE DES PÈRES ANTONINS.

Skills & Abilities

TECHNICAL PROFICIENCY

- Strong foundation in **Computer Science**, including knowledge of software applications and troubleshooting technical issues

COMMUNICATION

- Excellent written and verbal communication, in a clear and concise manner, effective interactions with colleagues, passengers, and clients.

TIME MANAGEMENT

- Efficient at prioritizing tasks, managing multiple responsibilities, and meeting deadlines in fast-paced environments.

PROBLEM-SOLVING

- Quick decision-making skills, particularly in high-pressure situations such as emergency situations or customer concerns.

Experience

CABIN CREW | MIDDLE EAST AIRLINES | MARCH 2022 – DECEMBER 2024

Training:

- Security courses.
- Safety and Emergency Procedures.
- Aircraft types.
- First Aid.

Maintaining safety and security of passengers onboard, while delivering exceptional and service. We must be alert, work in a team environment and be ready for any emergency situation while ensuring compliance with safety and security regulations in accordance with ICAO and LAR standards.

ADMINISTRATIVE ASSISTANT | MIDDLE EAST AIRLINES | MARCH 2018 – JULY 2019

- Check in agent for one month; we had to check passports and print boarding passes, also providing passengers at the airport all the information needed.
- Then I was transferred to the Cedar lounge:
 - Welcome business class passengers and frequent flyers and meet all their needs to ensure a comfortable stay at the lounge.
 - Prepare communications, such as memos, emails, invoices, reports, statistics, and other correspondence.
 - Write and edit documents from letters to reports and instructional documents.
 - Create and maintain filing systems, both electronic and physical.
 - Data collection and analysis, research, and procurement tasks.

ADMINISTRATIVE ASSISTANT | BALLOUT TRADING COMPANY | JANUARY 2015 – MARCH 2018

- Organizing and scheduling office activities
- Retrieving necessary information from files
- Uploading new data and information
- Answering phone calls
- Coordinating and setting up meetings
- Monitoring financial tasks, including tracking income and expenses
- Overseeing procurement tasks