

ZALFA I. GHAZI

Personal Details

Nationality	Lebanese
Place & Date of birth	Zahleh, 29-06-1985
Marital status	Single
Phone number	+96178979393
Address	Beirut – Achrafieh – saint georgious hospital
E-mail address	zalfa-ghazi@hotmail.com

Objective

I would like to work in a challenging environment to develop my skills, knowledge and creativity in order to meet changing demands; and to build a stable relationship, and a future career with an international organization.

Educational Background

- Omar Farroukh High School, Brevet certificate.
- Ibn Sina College, Bac-BT3 computer science.
- LAU, BA degree in business management.
- Australian business academy (Sydney), advanced diploma of management.

Languages

Fluently read, write and speak Arabic and English.

Computer Skills

Microsoft office, Out Look, Internet Explorer, Omega and RM System

Work Experience

Company : D.S Max International Marketing Company
Position : Customer service – Administration
Period : 2 years and 7 months

Company : Copper restaurant
Position : Team leader – Assistant manager
Period : 2 years (assisted during the opening)

Company : Chopsticks S.A.L (P. Spot restaurant)
Position : Assistant manager
Period : 2 years (assisted during the opening)

Company : EMIRATES AIRLINE
Position : Senior Flight Attendant
Period : 6 years (resigned on July 2016)

Job description and tasks:

- Managerial tasks that includes cabin crew evaluation reports and recommendation letters to their assigned managers.
- administrative paperwork for ground office submission.
- In Charge, controlling and supervision of All cabin crew members on board the aircraft.
- supervision and taking care of all passengers on board the aircraft.
- Medical treatment including urgent medical cases.
- Liaison between Flight deck and cabin crew members
- post flight duties to insure an on time departure.
- post landing duties to report all procedures done on board, including reporting incidents.
- Doing briefing before any flight for special instructions.
- Maintaining excellent communication and coordination on both ground and on board the flights.
- Being a role model and a leader at all situations.
- Assertiveness in order to apply the company's standard operational procedures.
- Applying legalities when handling passengers with criminal records.
- On time check in for duties .

- All safety related aspects.
- Applying (SPG) service procedure guide to insure the passenger's comfort and achieve the company's vision and mission.

Additional Skills

- Awarded a “ Najm Award” from EMIRATES AIRLINE for maintaining professionalism onboard the aircrafts.
- Awarded and nominated five times from EMIRATES AIRLINE for being the “star of the month” among 37,000 crew members.
- Awarded from “GWR consulting food safety and management”, a certificate for advanced food safety.
- Awarded from “Starman ship & Associates”, a certificate for Promises& Promises work shop for communication and united League of Nations.
- Awarded from “The ken Blanchard Companies”:
 - A certificate for Situational leadership II work shop courses,
 - A certificate for customer service from the heart work shop courses.

Interests

Writing, reading, playing music and sports.