

Rola Ghalayini

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Jieh, Lebanon

PROFESSIONAL EXPERIENCE

Jun 2010 - Present | Cabin Crew | Middle East Airlines (MEA) | Beirut Airport, Lebanon

Sector: *Services Industry - Airlines*

- Assessing passenger needs, providing quality services and evaluating passenger satisfaction
- Knowledge of the and techniques needed to diagnose and treat human injuries and diseases
- Appropriate understanding of equipment, procedures and utilities in both regular and emergency settings
- Encourage local and national security for protection of people, data and organizations

EDUCATION AND TRAININGS

- **Jan 2009 - Sep 2013** | B.Sc. in Banking, and Finance | *Lebanese International University* | Beirut
- **May 2011** | Safety and Security Training | *MEA* | Beirut
- **Jul 2015** | First Aid Certificate - Annual Basis | *MEA* | Beirut
- **Apr 2016** | Sales Course | *MEA* | Beirut

LANGUAGE AND SKILLS

- Arabic (Mother Tongue), English (Fluent)
- Microsoft Office
- Analytical & Reporting skills

REFERENCES

- **Claude Obeid**, Head of In-flight Services Department | MEA, Airport Road, Beirut | inflightservices@mea.com.lb | 0096176777462
- **Haykouhi Chenezian**, Senior Cabin Crew | MEA, Airport Road, Beirut | 009613801519
- **Izzat Ramadan**, Finance Professor | Lebanese International University, Beirut | izzram@gmail.com | 00351938939414