

Pamela Jabbour

Date of Birth:08/11/1989

Lebanese

Mazraat Yachoua-Lebanon

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Objectives

I am seeking a competitive and challenging environment where I can use my knowledge and serve your organization to gain more experience in business commercial

EDUCATION

2007 – 2010 **Undergraduate law degree**

Faculty of law & Political and Administrative Sciences – Jal El Dib

2006 **Lebanese Baccalaureates**

College des Soeurs du Rosaire – Cornet al hamra

PROFESSIONAL EXPERIENCE

April 2016 – March 2017 OMAN Air

Airport Services

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* Edit WY flights(pre-seating for groups, families , frequent flyers, passengers with reduce mobility,etc..)

*Check all passengers' tickets for any irregularities.

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*Make sure the gate has been assigned , the catering has been ordered and the flight plan has been forwarded ,etc....

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*Dealt with and resolve customer complaints.

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* My presence at the arrival time of the flight , communicates with the captain for any demands, hand over the flight sheets, check the baggage and the cargo Loading etc...

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*Survey the boarding , immigration clearance etc..

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*Close and depart the flight on time.

* Finalize paper work .

Dec 2011 – March 2016

MEA Airlines

Flight Responsible

* Edits MEA flights and handled carriers on the system (seating for families, frequent travelers, passengers with reduce mobility , etc....)

*Double check travel documents for final verification when needed.

Dec 2008 – Dec 2011

MEA Airlines

Counter Agent

* Issue boarding passes and all check-in counters related services.

* Checking documents and handling passenger ' s baggages .

Jun 2005 & Jun 2006

Marketing & sales for toys shop during Summer Vacation at Storiom Saliba

SKILLS & LANGUAGES

* Good knowledge of procedure, techniques and methods of passenger services * Fast learner , Excellent attention to details

* Good computer skills (Altea , Sabre ,CLF Gaetan , Amadeus systems) *Ability to confront irregular situations and find solutions

* Good communication skills *Fluent in Arabic , French , English

TRAINING & CERTIFICATIONS

Basic passenger services
Dangerous goods
Basic aviation security
DCS check in (Sabre ,Gaetan , Amadeus , CLF)
Advanced passenger services
Leadership Skills
Emergency response system