Katrina Khalil Assi

* Beirut, Lebanon
* 22-02-1991
* +9613730754
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* **Professional Experience:**

1. 2015 to Present. Wings of Lebanon/NAKHAL

Position: Flight Attendant

Responsibilities: Customer service, Safety, Security, First AID and Emergency Situations.

1. 2012-2015 Emirates Airline

Position: Airport Service Agent

Responsibilities: Personal Assistant, Visa clearance, Hotel Reservation, Ticketing, Check-in, VIP Lounges

* **Education:**

1. 2009-2010 Centre International des Sciences Techniques

Major: Ticketing & IATA

1. 2009-2011 University of Northwest

Major: Travel & Tourism

* Languages:

1. Arabic: Native Language
2. English: Fluent
3. French: Limited understanding

* Skills:

1. Problem Solving
2. Quick learner
3. Flexible
4. Written and verbal Communication Skills and through replying to email queries
5. Strong Customer Service /Communication
6. Ability to work under pressure
7. Self motivation
8. Conflict resolution
9. Good Organization
10. Teamwork
11. Adaptability
12. Creativity
13. MS Microsoft office, Excel, Word, PowerPoint
14. Computer and Internet Skills

* Training, Scholarship & Awards:

1. IATA
2. Basic Geography
3. Dangerous Goods
4. Air Carrier Access Act- General Awareness
5. Electronic Tickets: Accepting Passengers
6. Live Animal Regulations
7. Examining Travel Documents
8. The Customer Value Tour
9. DGR Significant Changes For DG Acceptance Staff
10. Basics of Sensitive Security Information
11. Environmental Management System
12. Aviation Security
13. Food Safety & Hygiene
14. First AID
15. Malaria
16. Cabin Crew Course
17. Security
18. Emergency Response Planning (ERP)
19. Crew Resource Management (CRM)
20. SEP & Hand on Emergency Drills
21. SABRE GDS
22. SMS Safety Management System
23. Basic Aviation Security