

Elyana Jean-Pierre Hanna
08/July/1992
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OBJECTIVE

Looking for a job in which I can apply and develop all my customer service experience. Responsible and driven professional, seeking new challenges and opportunities for professional growth and advancement.

I would very much appreciate the opportunity of personal interview, at your convenience, to further discuss my abilities and the needs of your corporation.

HIGHLIGHTS

- International expertise and understanding

Adapted and attracted to cross cultural work environments in a global economy. Lived between Beirut and Dubai and embraced cultural changes.

- Travelling and languages

Global traveller, successful at building relationships while remaining streetwise when travelling. Fluent in English, French and Arabic.

- Communicator

Dynamic communicator with the skills, personality and confidence to effectively present concepts and products to higher management.

- Conflict resolution

Successfully managing and resolving conflicts by bringing emotions into balance and channelling the energy onto reducing the tension and anger, eventually transforming the conflict into an opportunity for a better connection.

EDUCATION

Bachelor of arts: Advertising, February 2014
Univerité Saint Esprit de Kaslik, Kaslik, Lebanon

Baccalaureate, LH, June 2010, Les filles de la Charité Zouk Mikael

EXPERIENCE

Cabin crew

February 2015 to April 2018

Fly emirates – Dubai, UAE

- Instructed passengers on all safety and emergency procedures.

- Dealing with emergency situations: seizure, fainting, delays, turbulences and intoxicated passengers.
- Ensured compliance with all Federal, state and local regulations.
- Supervised the cleanliness of the aircraft and the catering team for flight provisions on board, for the safety and comfort of the customers.
- Selling duty free commercial goods and pursuing sales target.
- Working independently without constant observation, yet working well with others as apart of a team.
- Producing written flight reports after completing a journey

Waitress and hostess

from June 2010 till January 2015

ALSANIOUR Sarba – Lebanon

- Greet and acknowledge guests by escorting them to assigned table, or communicate delays and offer additional services such as beverages to keep them occupied while waiting
- Accept and organise reservations and prioritize reservations to accommodate customers.
- Interfaced with customers to assess food needs , recommended dishes and upsold beverages appetizers and desserts. Answered questions about menu items and ingredients.
- Followed up with diners throughout service to ensure food was prepared to their satisfaction and address additional requests or needs.

Credit card sales person training

BLOM BANK

September 2014

- Marketing and selling credit cards to consumers

Identifying the potential of the buyers and convinces them to buy the credit cards by explaining the benefits that the customers will gain from purchasing the products.

Marlboro cigarettes and XXL energy drink promoter and nightlife photographer

Philip Morris, AbiRamia Group, eventingLB

- Demonstrated and explained products. Identified qualified customers in order to provide them with additional information
- Learned about competitor's products and concerns in order to answer questions and provide more complete information.
- Organized advertisement and display information to all stores through the weekly sales plan
- Capturing the moment in different restaurants, clubs and events. So by promoting the brand through a picture that our customer will share it with friends and family.

HOBBIES AND INTERESTS

Sports, painting, camping and travelling

REFERENCES

Available Upon request