



RAZA

Flight Attendant

@alirazaawan6441@gmail.com / +923270975747 📍 Islamabad Pakistan

STRENGTHS



Excellent Communication

Consistently received top marks from passengers for clear and friendly communication in English and French.



Calm Under Pressure

Successfully managed emergencies and unexpected situations, resulting in positive feedback at regular performance reviews.



Attention to Detail

Meticulously followed airline protocols and ensured safety regulations compliance, securing a safety record of zero incidents on several flights.



Team Collaboration

Collaborated with team members and pilots to ensure passenger comfort, satisfaction, and on-time delivery of services.

SKILLS

Customer Service • Conflict Resolution •

First Aid and Safety •

Airline Protocols and Regulations •

Team Collaboration •

Effective Communication •

Microsoft Office Suite •

Social Media Management

SUMMARY

Experienced and personable Flight Attendant with exceptional customer service skills. Well-versed in aircraft safety procedures, in-flight service, and passenger assistance. Thrives in fast-paced environments and adaptable to diverse situations.

EXPERIENCE

Flight Attendant

02/2019 - Present

SereneAir

United Arab Emirates

Provided exceptional passenger services on international flights. Ensured safety procedures compliance and resolved customer service issues.

- Handled over 150 passengers on average in a demanding, fast-paced environment while maintaining composure and offering friendly service.
- Demonstrated exceptional skills in addressing passenger needs and requests, resulting in 96% feedback rating.
- Facilitated a swift boarding process and ensured on-time flight departure by working closely with other crew members.
- Successfully completed advanced first-aid training, and promptly administered medical aid when necessary.

Cabin Crew Member

04/2021 - Present

dnata

United Arab Emirates
Dubai

Efficiently executed core cabin crew member duties on short haul domestic and international flights

- Greeted passengers onboard and quickly settled them in using exceptional communication and problem-solving abilities.
- Provided on-board service and delivered refreshments professionally and efficiently
- Managed civil aviation regulations for in-flight safety and security and completed all required checks and forms
- Assisted in all necessary announcements and procedures for pre and post-flight operation

Customer Service Representative

04/2018 - 08/2020

Royal Caribbean International

Islamabad

Delivered top-notch customer services, coordinating activities, and resolving complaints on a cruise ship

- Served as a primary point of contact for passengers, coordinating ship activities and entertainment.
- Handled customer complaints and requests in a highly professional and effective manner.
- Consistently received all-star reviews from guests for exemplary customer service experience.
- Managed overall service quality and ensured satisfaction levels of onboard guests in a vibrant and dynamic environment.

EDUCATION

Bachelor of Arts in Hospitality Management

06/2017 - 07/2020

Commercial Institute of Higher Education

Peshawar, Pakistan

Diploma in Aviation and Tourism Management

06/2016 - 07/2019

The Travel Academy

Faisalabad, Pakistan

LANGUAGES

English

Native



Urdu

Native

