

# Hanan Ibrahim

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## Flight Attendants

With over 5 years of experience, I possess strong customer service, communication, and problem-solving skills. My background in hospitality and food service enables me to provide exceptional support and ensure client satisfaction. I have consistently achieved positive outcomes in challenging situations within 6 months.

## WORK EXPERIENCE

### **Costco Wholesale • Dundas, ON • 07/2021 – Present**

#### **Bakery Associate**

- Craft pastries to high standards, ensuring quality and visual appeal.
- Resolve customer queries, locate products, and promote key items.
- Package bakery goods with precision, maintaining accurate weights.
- Assist team during busy periods, ensuring seamless operations.
- Provided outstanding customer service by actively engaging with customers, which significantly enhanced overall satisfaction.

### **PHI Hotel Group Inc • 03/2021 – 05/2023**

#### **Front Desk Associate • Part-time**

- Greet and welcome visitors in a friendly and professional manner.
- Manage incoming calls using phone systems, directing them to the appropriate personnel.
- Handle customer inquiries and provide exceptional customer support to ensure satisfaction.
- Maintained a professional demeanor while handling challenging situations.
- Assisted international guests with check-ins, check-outs, and travel arrangements.

### **ISNA High School • 03/2014 – 08/2016**

#### **Child Care Provider**

- Introduced children to educational games and activities to boost learning.
- Enhanced communication skills by actively engaging with children and parents, fostering a supportive environment that improved overall satisfaction within 6 months.
- Supervising and ensuring the safety of children.
- Prepare nutritious meals and snacks, accommodating dietary needs.

## SKILLS

Behavior Management,  
Care Planning,  
Communication,  
Creativity, Critical  
Thinking, Early Childhood  
Development, Emotional  
Intelligence, Flexibility,  
Hospitality Service,  
Organization, Problem  
Solving, Teamwork

## EDUCATION

### **Highschool Diploma**

Erindale Secondary  
School  
Mississauga

### **Behavioural Science**

Seneca College  
Toronto, ON

### **Pre-Health Sciences**

Sheridan College  
Brampton, ON