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| **Georgina Rizk**  Juffair, Kingdom of Bahrain  Mobile: +973 3980 6420  Email: gena\_rezk@yahoo.com | |
| **Career Objective** | Highly accomplished Customer Service, Human Resources, Administration and Sales Professional with practical hands-on approach, always persevering to achieve best results, with solid experience of 18 years with Gulf Air, the national Airline of Bahrain. I possess a proven track record of dynamic customer service, sales interactions and human resources, seeking a senior position in the sales arena in a growing organization. |
| **Skills** | * Client Relationship Management * Negotiations * Operational * Coordination * Leadership &Training and development of new employees * Creativity * Communication * Self-motivation * Teamwork |
| **Areas of Expertise** | * Always focussed on results and able to deal in a mature manner with problem solving talent * Personalised customer service and outstanding public relations * Retail sales, telesales and telemarketing - successfully achieved KPI as determined by business needs. * Ensured outstanding customer service by providing prompt, friendly and efficient service. * Ability to work with diverse personalities and different cultures * Event management, organize get-to-gathers and schedule meetings * Staff training and team leadership and supervision * Developed and enforced service standards for lounge staff and cabin crew * Effectively administered VIP, first and business class passenger sections * Established and upheld professional image in customer service; proactively promoted frequent flyer programs * Well-managed priority customer / guest requirements * Ability to accept and incorporate constructive feedback to improve service * Reflection of genuine cultural sensitiveness and appreciation while managing guests of different nationalities with diverse cultures |
| **Education** | Bachelor of Science (B.Sc) in Fine Arts, Alexandria University, Egypt - 1994 - 1999 |
| **Languages** | English ▐▐▐▐▐▐▐▐▐  Arabic ▐▐▐▐▐▐▐▐▐  French ▐▐▐ |
| **Computer Skills** | * Microsoft Applications - Word, Excel and PowerPoint, strong in presentations * DCS System - Departure Control System * AIMS - Airline Information Management System * Sabre Global Distribution System * CRANE - Software used at Gulf Air for CRM |
| **Professional Certifications** | Trained and practical working expertise in Fleets Airbus - 320, 330, 340, Boeing 767 |
| **Training and Seminars** | * Advanced English Language Studies at AUC * Safety and Emergency Procedure Training - Fleets Airbus 320, 330, 340 and Boeing 767 * Training in First Aid Procedures * Care in the Air (CITA) * Cabin Crew Resource Management (CRM) * Trained and worked with First, Business and Economy Classes * Online Training - E-learning Course for Safety Risk Management (SRM) * Falcon Host Reservation- Saber * Team Leader Course * Human Performance Foundation (HPL) * Security and Safety - Bomb Threat |
| **Hobbies / Interests** | * Mix and match colours, fine arts, mosaic, stain glasses, Reading, Oil painting . |
| **Career Summary** | |  |  |  | | --- | --- | --- | | **Company** | **Position** | **Period** | | Gulf Air Bahrain | Reservation Sales Agent | May 2018 - Present | | Gulf Air Bahrain | Crew Controller and Administrative in Charge | 2011 - 2018 | | Gulf Air Bahrain | Lounge Service and Administration Coordinator | 2009 - 2011 | | Gulf Air Bahrain | Lounge and Special Service Agent Supervisor | 2008 - 2009 | | Gulf Air Bahrain | Lounge and Special Service Agent | 2004 - 2005 | | Gulf Air Bahrain | Flight Attendant | 2000 - 2004 | |
| **Core Competencies/**  **Achievements** | * As a Reservation Sales Agent, I have successfully achieved KPIs as determined by current corporate / business needs on a daily, weekly, monthly basis, which played an important part in attracting and retaining customers. * Played an important role in achieving Airline's targets in duty free sales on board. achieve * Maximized sales on premium classes and promoted Gulf Air and its products to customers. * Reached sales targets by providing solutions to customers and then back up those sales with top-quality service. * As a crew controller, I have taken tough decisions under stressful conditions. * Attained excellence in presentation of staff and check in counter with all documents /information to process and facilitate passenger check-in. * Carried out tasks under extreme pressure during flight disruptions, delays and last minute sickness situations. * Demonstrated positive leadership characteristics which motivated team members to meet and to go above standards, and promoted team member empowerment * Determined and achieved Gulf Air goals with maximum efficiency while considering safety, crew quality and cost saving. * Ensured through "Performance Tracking System" that Lounge Team provided exceptional internal and internal guest service to all Priority customers. * Achieved efficiency while delegating tasks to team to ensure that requirements of Premium Customers. * Managed efficient running of shift operations in lounge areas by adopting professional working relationship and communications with Gulf Air Traffic, Sales, Reservations and Handling Agent Staff. * Achieved productivity by working as part of a team, proved professional and conveyed a positive/constructive approach. * Provided a professional, efficient and personalized care to customers to win, retain and renew customer confidence in Gulf Air to enhance GF brand image. * Assisted in facilitating a positive and harmonious work environment and accomplished more with fewer staff. |
| **Duties and Responsibilities Handled** | **May 2018 - Till Present \* Reservation Sales Agent**   * The key functions of the position involved call center, customer service, ticketing, and sales interactions for Gulf Air internal and external customer including making flight reservations, quoting fares, FFP enrollments, up-selling and cross-selling all relevant Gulf Air products, protecting and promoting the image and reputation of Gulf Air and attending to administrative functions of the department to achieve KPI targets and other cooperative objectives. * Generate revenue opportunities and promote Gulf Air products and services; directed customers to relevant departments/personnel to maximize identified revenue opportunities * Monitoring of passenger details obtained from the customers are accurate and taking required steps to ensure systems data maintains integrity. * Promote positive, proactive customers relations by demonstrating a “firm, fair, and consistent” manner in sales approaches. * Provided accurate gate, flight arrival and departure information, and answered general inquiries * Handled groups and individual movement including Hajj, Umrah, and Pilgrimage movements throughout year. * Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services. * Administered and identified customers complaint calls, potential for calls to escalate and managed callers, provided solutions focussed and positively tall all steps to safeguard the integrity of Gulf Air. |
|  | **February 2011 - May2018 \* Crew Controller and Administrative in-Charge**   * As a Crew Controller, I maintain the day-to-day crew roster, ensure that all flights are correctly crewed in accordance with both aviation and Gulf Air requirements, regulations and procedures and ensure the best operational outcomes are achieved. * Crew Controlling included: schedule change updates, assigning crew members to fly on off days in the absence of standby crew, controlling of standby crews, transport arrangements for crew members, medical leave relief arrangements, assigning right crew compliment, language, gender considerations. * Implemented KPIs, performance reviews and appraisals for team; recommended further training as required. * Arranged operational requirements to perform crew member swaps, within duty time limitations of Gulf Air Operations Manual. * Handled all correspondence with flight operation management, flight dispatchers, administration duty managers, pilots and external parties such as hotels and travel agents. * Created a 72-hours plan covering shortage and extra flight. * Executed the 48-hours checks for dead heading and positioning of crew, hotel accommodations and necessary ground transportations. |
|  | **March 2009 - March 2011 \* Lounge Service and Admin Coordinator**   * Provided administrative support services to Department Manager and coordinated with other departments and scheduled meetings. * Delegation of team to ensure that Premium Customers are met on arrival and departure; accorded the necessary amenities such as luggage handling, immigration formalities, hotel accommodations and special requests. * Assisted Lounge / Special Services to establish and utilize professional working relationships in communication, public relations with Gulf Air Traffic, Sales, Reservations Department and Handling Agent Staff. * I have uncovered VIP client needs and recommended appropriate products and services at the Lounge Area. * Monitored the standard and the appearance of the Lounges on a daily basis. * Ensured the equipment, computers and furnishings are kept to a high standard. * Responsible for allocation of Lounge Host/Hostess at the F/C check in counter, lounge, departure and arrival gates as required. |
| **2008 - 2009 Lounge and Special Service Agent Supervisor** | * Supported the VIP Lounge Manager with the supervision of the VIP staff in reservations, seating systems in the lounge. * Developed and enforced service standards for lounge staff. * Delegated required staffs for First Class check in counters, lounge and departure gates to ensure uninterrupted transfer of departing/arriving CIP's - VIPs. * Supervised staff to ensure that guest expectations are met and provided training to improve performance. * Assist misconnected and rerouted passengers during irregular operations; issue travel and hotel vouchers to displaced passengers on overbooked or cancelled flights. |
| **2005 to 2008 Lounge and Special Service Agent** | * VIP Client Services: Field incoming calls, greet customers, answer travel inquiries, tag and handle baggage and collect baggage fees at gate, secure flights, process reservations, and monitored cabin availability. * Tracked information on flight bookings and cancellations and handled online reservations and prepared related documentation of bookings. * Kept all passengers in the lounge informed regarding their flight departure and information pertaining to their flight. * Liaised with service providers and supervised contracted staff, catering, cleaning and maintenance operations to service standards are met and maintained. * Organized activities for First and Business Class Passengers. |
| **2004 to 2005 Team Leader** | * As a Team Leader, arranged and organized crew duties * Monitored the facilitation of passenger services from check-in, boarding, disembarking passengers and aircraft handling. * Ensured safety arrangements of passengers and the team * Ensured a better, faster, and friendlier, flight experience for passengers, acknowledged high value customers. * Managed all customer status reports and enquiries timely and accurate completion. * Remained attentive to passenger needs, problem solving during irregular operations. * Managed duty free sales on board and achieved airline targets. * Monitored, tracked and improved the performance and reviewed with senior management. |
| **2004 to 2004 Flight Attendant** | * Responsible for the safety and comfort of passengers. * Contributed to passengers' in-flight experience * Delivered superior quality customer service in business, first and economy classes; awarded with appreciation * Handled difficult passengers and situations respectfully and politely but firmly. * Circulated and collected customs and immigration documents from passengers. |
| **Voluntary Positions** | * Taught as a Teacher in a Kindergarten and Primary School in Egypt. * Part time Event planner. * Actively participated as a volunteer with a non-profitable charitable organization in Egypt. |
| **Personal Data**  Gender  Nationality  Date of Birth  Marital Status | Female  Egyptian  December 1, 1976  Single |
| **References** | Shall be produced upon request. |