

CURRICULUM VITAE



ZAHIRA BOUELHAFER

Phone: +971 (0) 508368609

Email: zahiralou@yahoo.co.uk

www.linkedin.com/in/zahira-Bouelhafer

**Sales Manager, Property Consultant, Client Advisor,
Business Marketing Development, Catering Manager,
In-Flight Service Manager**

OBJECTIVE

A tri-lingual (English, Arabic & French) Sales and customer service professional who is able to multi-task, Handle pressure, work as part of a team and most importantly inspire customers to make a purchase. I have been promoted throughout by career due to my ability to manage complex tasks whilst motivating and coaching teams to provide exceptional service. Experienced working with VIPs and dignitaries, I deliver above expectations and work in an efficient and organized manner. I am confident that my ability to balance customer needs with operational requirements will make me a strong addition to any team. Currently looking for a suitable Sales Position with a company that will not only challenge me professionally but also allow me to develop my knowledge & potential further.

PERSONAL DETAILS

Marital Status	: Single
Nationality	: Moroccan
Gender	: Female
Language	: Arabic, French and English
Visa Status	: UAE Employment Visa

AREA OF EXPERTISE

- Sales and Marketing, Business Development
- Revenue Generation and Receivables
- Logistics
- Retail Management and Applications
- Training
- Coaching
- Consumer Behavior
- Catering
- Customer Service Market Trends and Analysis.

EMPLOYMENT HISTORY

Jet Business Solutions

Flight Support Services Sales and Marketing Manager:

October 2020- Present

- Responsible of Researching and developing marketing opportunities and planning, implementing new sales plans to meet the company's operations goals.
- Promote and Marketing the Company profile, and flight services (Handling services and facilities, Fuel Request, Landing and Over Flight permits...) to the flights operators, ground handling company, and flight dealer operators
- Create and Managing Portfolio Clients in North Arica, Europe and Gulf Area
- Prepare Quotations based on client Request
- Following up all Accounts in North Africa, Europe and Middle East region

Berkshire Hathaway Home Services Real Estate LLC

July 2020- October 2020

Real Estate Sales Consultant:

- Advised buyers and sellers on market conditions, prices mortgages and related matters.
- Provided administrative support to clients to ensure a smooth Real Estate transaction.

ROYAL JET GROUP - ABU DHABI

Sales Customer Executive:

Dec 2018 - July 2020

- Responsible for contributing to the overall performance of the company by driving sales at every opportunity.
- Making sure every customer receives exceptional levels of service and enjoys their visit to the company.
- Offering face to face advice to customers on the company products. Processing returns and refunds as required in line with Company policies. Handling customer complaints in a calm manor.
- Managing cash and payment systems in accordance with company procedures and policies.

Catering Support and Logistic Senior Executive

Dec 2018 - July 2020

- Provide 24/7 catering and logistics support to the Royal Jet Cabin Crew team in order to ensure smooth operation of all flights and ensure seamless service to our guests.
- Responsible for acquiring and maintaining a database of menus and pricing from all destinations. Place catering and dry store orders for IMOC and GHQ shuttle flights for UAE Military crew.
- Arrange logistics including transportation of catering from Hotel to military base gate and liaising with local handler for collection and arrangement of payment method.

In-Flight Service Manager

Aug 2009 – Dec 2018

- Ensuring VVIP High Standard of Performance were maintained for every flight
- Managed all documentation required for completion on flights
- Reviewed all service, safety, policies, coaching, training standards implemented.

Etihad Airways – Abu Dhabi UAE

Jan 2006 - Aug 2009

Cabin Senior / Cabin Crew

- Managed cabin crew team for flights carrying up to 350 passengers.
- Lead, coached, trained and monitored the onboard team, ensuring high levels of customer service. Oversaw safety checks and procedures governed by the GCAA. Operating Business Class and First-Class service.
- Planned and conducted flight briefings with pilot and crew within a specified timeframe to
- Accurately and effectively completed all documentation related to safety checks and standards. Delegated duties to the team, assigning levels of authority and responsibility. Provided a superior level of service for dignitaries and VIPs on board.

MONDIAL ASSISTANCE, Travel and Health Insurance

Quality Control Assistant/Assistant Operator:

2000-2004

- Ensure that standards and processes are being followed as per ISO Certifications.

- Interaction with all departments from Finance, HR and IT to Customer Service and Sales. Maintain Conformity of information given out to customers from across the organization. Manage an accurate and up to date customer database.
- Complaint analysis, obtaining accurate information, to determine the cause and recommend effective solutions
- Receiving inbound calls regarding insurance queries.
- Managing calls within a specified timeframe and ensuring a positive result. Equipped with all factual information to provide speedy Response
- Dealing with customers in Arabic and French.

SKILLS AND COMPETENCIES

- Expert knowledge of the selling process and effective sales techniques Social Media (Facebook, Twitter, LinkedIn, etc.)
- Excellent communicator and Relationship building skills Pro-active, organized and excellent team player Motivated in a target-driven environment
- Optimistic and a positive can-do attitude.
- Communication skills with people from various disciplines and levels Coordination and organization

EDUCATION

- Diploma in General Accountancy | September 1994
- London City Institute, UK | November 2005
- Diploma in English and Computing | December 2005
- Diploma in Sales and Marketing in Institute Superior Commercial Administrative des Enterprises | 2004
- Bachelor Degree in Economic Sciences in University Hassan second in Morocco | July 1997

TRAINING

- Aviation Safety Management System
- Awareness Course - Royal Jet Group Abu Dhabi - 2019 Senior Cabin Crew Member
- Course- Etihad Academy Abu Dhabi - 2011
- Purser Development Program - Royal Jet Group Abu Dhabi - 2012
- Introductory Award in Training Skills (Train the Trainer) - City and Guilds of London Institute based in Dubai 2013
- Customer Service Training with Private Air in Royal Jet Group Abu Dhabi (Service and skill Update), October 2016
- Beauty Therapist Intense Advance course 10TH February 2019 to 18TH February 2019, at Riva International SPA, and Training Institute Dubai, authorized by Knowledge Health Development Authority Dubai, in United Arab
- Emirates. Aviation First Aid Training –April 2018 Team Dynamics Program and course - Riva International SPA & Training Institute Dubai, authorized by Knowledge Health Development Authority Dubai -2019 Crew Resource Management Training with Etihad Academy Abu Dhabi, August 2011
- Purse Development Program with Royal Jet Group Abu Dhabi, March 2012
- TV Presenting Workshop, from Screen Talents Dubai- March 2016.
- Proficient in the use of MS Office (Word and Excel) and Email Applications. AIRCRAFT RATINGS
- Global Bombardier, Gulfstream, Boeing 737, Boeing 777, Airbus 320, Airbus 319, Airbus 330, Airbus 340, Airbus 340-600

REFERENCE

Available Upon Request