



# Salma Fathallah

**25 Years Old**

**Abu Dhabi, UAE**

**Nationality: Morocco**

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## **CAREER OBJECTIVE**

Dynamic, friendly and service oriented Cabin Crew seeking new challenges and opportunities for professional growth and advancement brings knowledge of nursing care and willingness to go the extra mile to provide exceptional customer service as a cabin crew with an organization that takes pride in its staff

## **ACADEMIC QUALIFICATIONS**

- 2012 – 2015      Institute of health careers, Fez
  - **State Higher Diploma in Nursing**
  - **Home country license as Registered Nurse**

## **PROFESSIONAL EXPERIENCE**

Joining date since 09 August 2020 till present , American hospital dubai , UAE

- Working as a patient relation executive in the physiotherapy department :
- Responsible for interacting with and providing great service to patients and families , including responding to to their inquiries , filling out paper work, providing and communicating necessary informations and serving

- as liaisons for their institutions, checking insurance eligibility and confirming with following up all the appointments before ahead .

### October 2015 – June 2020 /Cabin Crew Staff, in Etihad Airways, Abu Dhabi, UAE

- Attending a pre-flight briefing, during which we are assigned our working positions for the upcoming flight.
- Attended sick passengers in the flight with **checking vitals, Blood sugar in Emergencies.**
- Carrying out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, checking that all meals are on board (including special dietary requests) relevant landing cards are loaded and first aid equipment is checked.
- Welcoming passengers on board and directing them to their seats, helping with hand luggage or any seating problems.
- Informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away and exists are not obstructed.
- Checking all passenger seat belts and galleys are secured prior to take-off.
- Making announcements and keeping passengers informed of any delays etc and always being visible in the cabin to answer any passenger questions during the flight.
- Serving meals and refreshments to passengers.
- Selling duty-free goods and advising passengers of any allowance restrictions in force at their destination.
- Reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations.
- Giving first aid to passengers where necessary, demonstrating a calm approach at all times.
- Ensuring that passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers, toilets and galley areas.

- Completing paperwork e.g. stock control, logging any faults or problems during the flight, liaising with the ground staff and serving as liaisons for their institutions.

### **August 2015- August 2017 – Registered Nurse in OPD clinic Dr .Chahbouni, Morocco, Fez**

- Assessment of patients once they reach clinic
- Scheduling appointments and follow up
- Checking vital signs and taking medical and surgical history
- Scheduling procedures such as ECG, Nebulization, IV fluids....

### **2012– 2015 /Internship (Hospitals and Medical Centers) Morocco, Fez**

- welcomed patient and assisted them along with their families
- Administer the treatment and care under medical prescription with monitoring of the patient's general condition.
- Planned, prepared and served meals and snacks according to prescribed diets.
- Responded to different requests from patients and use of appropriate communication to handle situations of crisis or misunderstanding.

### **SKILLS**

- Well spoken, approachable, with great attention to details and professional attitude
- Ability to work within a team and motivate others positively
- Experienced of working with people from different cultures and backgrounds
- Compassion to volunteer workshop .
- **Fluent in English, French and Arabic**

