****NAME: EMMANUELLA GIRE SALYI

SEX: FEMALE

NATIONALITY: SOUTH SUDANESE

PASSPORT NO: R00356248

MARTIAL STATUS: SINGLE

LANGUAGE: ENGLISH/ARABIC

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VISA STATUS: VISITING

**DESIRED OPPORTUNITY: CUSTOMER SERVICE REPRESENTIVE/FRONT DESK AGENT/AIRPORT OPERATIONS:**

**Career Objectives**: To be part of the company goals and development where I can share my knowledge and skills into actual practice and where I can learn new things leading to more personal and professional advancement and total dedication to my work.

**Personal Profile:**

I am a hard worker, very flexible, innovative, honest, consistent, punctual and confident individual who is open minded ready to face challenges overcome them and willing to learn I can work well in a team as an individual and make a great team leader and this energy has helped me to move step in a career path.

**Educational Background:**

2013 Diploma of Management and customer service (Aviation Science College) Khartoum

2011 Diploma of computer application Sudan National Federation of UNESCO clubs

2012 Diploma of Accounting (Quick books), Dreams tower computer Centre Khartoum

2017 Certificate in Logistics and procurement, Cambridge international college Juba, South Sudan

2017 certificate of Aviation security awareness (AVSEC) Juba International Airport (AVSEC TRANING CENTRE

2009 Secondary School Certificate (Comboni secondary school) Juba, Sudan South

2005 Basic School Certificate (Usratuna Basic School)

2019 certificate of Dangerous goods (DG) category 8 initial

**Other qualifications**

Customer service

Management and organizational

Communication skills and report writing

Travel advisory knowledge

Reservation and booking procedures

Interpersonal ability

knowledgeable processes and procedures with flight handling in customer service

Professionalism

**Working experience**

Company Crown Handling services

Position Airport checking agent and cargo assistant

Duration 2014 to 2016

Company Maxi Handling services

Position Airport checking agent and Baggage Handling

Duration 2017-2018

Company Seven Four Eight 748 air services

Position office manager and customer service agent

Duration 2018 up to date

**Duties and Responsibilities**

Meet and greet clients and answering incoming phone calls and answer to all inquiries

File documents

Read and reply emails

Ensure the office is tidy and clean and oversee general office operation

Writing operational and monthly reports

Ensure the office don’t run out of stationaries and other supplies

Taking meeting minutes

Keep track of company’s documents expiry dates

Coordinates appointments, meetings, calendars and schedules

Coordinates travels flights, hotel, car rental and reservations

**Professional Skills and Abilities:**

Ability to work under pressure and stay focused multi-cultural environment with different people and nationalities

Skilled at managing multiple tasks

Creavtity and problem-solving skills

Strong written and verbal communication

Adaptability

Attention to detail

**Referees:**

Mr. Dennis Miheso Mobile: +211926748001(Base manager)

Mr. Juma Lofu Mobile: +211916712073 (Supervisor)

**Certification:**

I, the undersigned certify to the best of my knowledge and belief, that this data correctly describe my qualifications, experience and me.

EMMANUELLA GIRE SALYI