

Rufaida Bappu

MOB : +965 60735100
Email : rufi8844@gmail.com



About Me:

Expertise and certified in **HUMAN RESOURCES, OPERATIONS** and worked in **TRAVEL SECTOR**. This diversity in job environment has made me talented, flexible, workaholic, multi tasker with **Multi language** speaking skills.

Nationality : Indian
Languages known : **English, Arabic, Hindi, Malayalam**
Visa status : On TRANSFERABLE 18 VISA
Visa valid untill : 1 Sep 2022
License : **Hold Kuwait license**
Civil id no : 285091607272
Passport no : M0916740
Present location : Salmiya – Kuwait

SI	CERTIFICATIONS / EXAMS PASSED
1	BACHELORS DEGREE in BUSINESS ADMINISTRATION
2	COMPANY SECRETORY - FOUNDATION
3	IATA - INTERNATIONAL AIR TRAVEL ASSOCIATION
4	AIRPORT PASSENGERS GROUND SERVICE - IATA CERTIFIED
5	PROFESSIONAL HUMAN RESOURCE (PHR)
	SKILLS
1	Microsoft Excel , Word , Power point
2	GDS SYSTEM – Galileo & Amadeus & Sabre
3	Digital Marketing – Certified by GOOGLE DIGITAL - ID : CGP MQP VT7
4	Strategic Human Resource - Registry ID: #RP4455
5	Certified in social media marketing - Certificate Id: Af99aCkuXMRSm2AB5sNckOCZZsfl

Al Rai Media Group

Administration Assistant

www.alraimedia.com

1 Jun 2019- @ present ..

- ❖ Handle the goal-oriented activities of planning, organization and control within the framework of the creation and distribution processes for information or entertainment content in media enterprises.
- ❖ Prepare Quotations, Agreements ,Contract and negotiation talks .
- ❖ Ability to articulate knowledge about products, services and value proposition to customers especially high-end & luxury.
- ❖ Handling customer queries regarding Fares & Ticketing and planning customer travel itineraries.
- ❖ To pro-actively maintain regular contact with customers and to use detailed



knowledge of customers lifestyle choices to offer relevant value added propositions.

- ❖ Prepare presentations and synopsis.
- ❖ Demonstrates emotional intelligence in dealing with high value customer enquiries & in probing customer to determine key requirements & to articulate product relevance.

TradeKey - Dubai

www.tradekey.com

OPERATIONS MANAGER

2015 June – 2018 July

It's an innovative multi food products firm based worldwide. The Group, set up in 1975, has a offices worldwide Trade key Group also produces derivatives and intermediates related to these business segments. In addition, the Group has built a strong portfolio of brands with leading market shares in the domestic and regional markets. The brands' single-minded focus is to offer great value to consumers.

- ❖ Handle employee relations, payroll, benefits, and training.
- ❖ Managers plan, direct and coordinate the administrative functions of an organization.
- ❖ Recruiting and staffing
- ❖ organizational departmental planning
- ❖ performance management and improvement systems;
- ❖ organization development
- ❖ employment and compliance with regulatory concerns regarding employees;
- ❖ employee onboarding, development, needs assessment, and training
- ❖ policy development and documentation
- ❖ employee relations & company-wide committee facilitation
- ❖ company employee and community communication
- ❖ compensation and benefits administration
- ❖ employee safety, welfare, wellness, and health
- ❖ Employee services and counseling.



ABDULLAH ALKHAYYAL GROUP

HUMAN RESOURCE MANAGER (2013 – 2015)

- Providing human resources services,
- Recruiting staff
- Processing employees,
- Updating records,
- Improving employee retention levels,
- Enforcing safety and health policies.
- Decision-making skills.
- Conduct training and development skills
- Handle disputes of labor ,wages according to the rules and regulations without effecting company strategy



DUBAI INTERNATIONAL AIRPORT ,UAE

GROUND STAFF - 2011 - 2012

Worked as ground staff trainee in Dubai International Airport where my duties were handling the passengers at the ticket counter and ensures proper handling of luggage and coordinates passenger aircraft boarding / deplaning in the gate area.

- ✓ Make announcements prior to boarding, allowing enough time for required screenings.
- ✓ Check in luggage and confirm that carry on items meet federal guidelines.
- ✓ Assist with additional documentation required for international flights.
- ✓ Directed passengers to rest room and other airport facilities.
- ✓ Discipline, patience smile and ability to handle the situation.
- ✓ Help passengers track down missing luggage, Inform passengers of flight gate numbers.
- ✓ Occasionally dealt with unaccompanied minors according to airport procedures.
- ✓ Made announcements concerning flight delays and special deals at airport restaurants and shops.
- ✓ Processed all required documents for each scheduled department.



❖ **Note: Original Certificates, Experience letters & Verification contacts shall be provided .**