

Name and Last name: **Amina MEGHZILI**

Home address: Algeria

Year of birth: 1982

Mobile : +213 770 341 124

Email : [boumezbeuramina82@gmail.com](mailto:boumezbeuramina82@gmail.com)

---

**Professional structure:**

Skilled worker with almost 15 years of experience in handling general office tasks and administrative duties such as directing communications between colleagues and customers, organizing schedules and events, entering data, bookkeeping and maintaining office and equipment. My studies in human resources as well as my expertise as an administrative assistant (level 3) in the national airline company 'AIR ALGERIA' have been a value-added to my professional career. Therefore, according to all these assets, I would like to reach my objectives as an administrative supervisor, marketing officer in an airline or tourism company.

---

**Areas of expertise:**

- Provide administrative support to management personnel including scheduling appointments and email organization, creating a timely process to address customers' concerns.
- Answer telephones, greet customers, and ensure messages are complete and relayed in a timely manner,
- Create and submit reports as assigned by the Assistant Chief/Chief Instructor,
- Assist in the preparation of regularly scheduled reports,
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques,
- Develop and update administrative systems to make them more efficient,
- Implement clerical duties and administrative processes,
- Co-ordinates information and background material to assist in dealing with correspondence, or inquiries, requiring attention and for use at meetings.
- Provides support for human resource matters, including recruitment and labor relations issues,
- Selling airline tickets,
- Good knowledge in specialized marketing,
- Mastery of Amadeus CRS software.

---

**Work experience:**

- August 2008 – present - Administrative supervisor (assistant) "level 3" in the national airline company 'AIR ALGERIA'.



### **Education:**

- **Bachelor's degree:** Urban sociology, University of Mentouri, Constantine, 2004-2008.
- **Introduction to computer science certificate :** « Espace informatique », Mila province, September 2009,
- **Awareness training in transportation of dangerous goods:** Air Algeria, 16 hours of training, June 2009.
- **Training course in reception and behavior techniques:** Reception and behavior techniques training school, 16 hours of training, Algiers, November 2012
- **Training course in web reservation and ticketing:** "Amadeus Central reservation system" software, Amadeus institute, 40 hours of training time, August 2017.
- **Human resources management certificate:** International foundation for development and training, February, 2019.
- **Human resources management diploma:** Training for two weeks, American international center for training,
- **Small & medium corporate management certificate:** training for two weeks, Global group for training, Sétif, Algeria,
- **Entrepreneur training certificate:** Start and improve your business, January 2021, Sétif, Algeria.
- **Financial management and accounting of entrepreneurs' certificate:** Start and improve your business, January 2021, Sétif, Algeria.

---

### **Computer skills:**

- Proficiency in computer skills (MS Office package, including Word, Excel, Power Point and Outlook,
- Mastery of Amadeus CRS software.

---

### **Language Skills:**

- English language skills: Intermediate level - 10 years of practice.
- French language skills: Advanced - 10 years of practice.
- Arabic language skills: Native and Excellent knowledge with professional Arabic language.

---

### **Professional qualities & interests:**

- I can calmly handle high-pressure situations without losing focus and quality.
- I always keep up my interpersonal skills and the ability to maintain strong relationships with colleagues and customers.
- I am a consistent problem-solver and have improved my deadline management abilities over the years.
- Great passion to travels.