



Logain AL Haj Ali

Senior Cabin Crew and Customer Relation Ship Specialist

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Lebanon-Zahle-Ksarah

30 June, 1996

Motivated, results-driven & articulate lawyer and Customer Care Professional with over 7 years of extensive and diversified experience. Flexible and versatile thrives on rapidly changing situations & deadline-driven environments, and always remains open to new challenges. Acquired highly developed sets of skills with a proven ability to manage personnel and programs, improve processes, and accomplish objectives regardless of budget cuts and time constraints. Recognized and respected for meticulously decisive processes and operational development prowess that leads to sustained organizational growth. Exceptional communicator, skilled at developing highly productive relationships with clients, and stakeholders. Demonstrate leadership in communicating business goals, program objectives, and processes for the functional business segment. To secure a position that will utilize my organizational abilities and educational background and be an active part of the company in achieving its goals.

SKILLS

Interpersonal skills Customer service Amiability Customer Services Client Relations
Teamwork Cultural awareness Compliance Management Problem Resolution Flexibility
Risk Management Strategic Planning Workflow Management Team Leadership

WORK EXPERIENCE

Senior Cabin Crew Fly Baghdad

05/2022 - Present
Achievements/Tasks

Baghdad, Iraq

- Accountable for the overall customer experience and the well-being of the passengers on board by ensuring that all crewmembers provide the greatest level of safety and service.
Responsible for passenger safety and cabin security to the captain/commander, and liable to the company for customer service
- Ensure preflight interaction with the captain to clarify flight specifics (time, weather, areas of bad circumstances such as turbulence), special instructions and considerations, and emergency signals.
- Conducting a preflight crew briefing to assign crew roles, evaluate flight circumstances, confirm the revision status of flight attendant manuals, review selected emergency procedures, and assess crew grooming standards.
- Supervising pre-boarding cabin security and emergency equipment inspections to ensure that all necessary equipment is onboard and operational, that no suspicious packages or things are present within the cabin, and that there is no sign that the cabin's security has been hacked.
Ensuring that the cabin is secure (passengers seated with seat belts fastened, all cabin baggage stowed and secured, all galleys and lavatories secure) for takeoff, landing and at any other time directed by the captain.
- Coordinating and directing the efforts of the cabin crew in the event of an inflight fire or other emergency, a medical incident, or an unruly passenger.

Flight Attendant Fly Baghdad

01/2020 - 05/2022
Achievements/Tasks

Beirut, Lebanon

- Prepares aircraft between flights by ensuring cabin spaces are tidy.
Ensures that food, beverages, and other supplies are available and adequately supplied.
- Greets guests, assists with seat assignment promptness, and ensures all carry-on luggage and personal belongings are correctly stored in overhead or under-seat storage.
- Instruction on safety/emergency procedures is provided, as is demonstration of the proper use of seat belts, breathing masks, and flotation gear
- Answers queries from passengers about flight information (time, service, aircraft details, weather, delays, etc.)
- Responds to any in-flight situations by assisting passengers as needed, including administering emergency first aid, and filling up

- reports on any injuries or mishaps.
- Develop, promote, implement, and evaluate health promotion programs. Coordinating and managing various training, educational, and communication efforts.
- Assisting the program manager in implementing the trust communication plans and coordinating the delivery of services provided by contracted vendors.
- Assists passengers in exiting the airplane safely and efficiently.
- Makes flight reports

Reservation Manager De Lora Hotel

01/2017 - 12/2019

Zahle/ Lebanon

In charge of hotel and local reservations. Handling communications, sorting out letters, telexes, faxes, and cables that have already been verified by the Front Office Manager. Assign daily duties to the reservations team. Looking at the daily reservations. Daily, go over the arrival report. In charge of developing the occupancy projection. In charge of staff training. Responsible for the policy and procedure execution. In charge of recording company/travel agent rates in both the system and the correspondence file. Inquire with the Sales Department about occupancy and prices. Identify top-producing accounts so that reservation employees can properly recognize them. Daily monitoring of reservations staff telephone style and overall performance. Ensure that returning and very VIP guests are treated with exceptional care. observes and ensures correct telephone etiquette is followed

Sales Specialist Al Bal Patisserie

04/2015 - 09/2016

Zahle/ Lebanon

Selling baked goods to customers, managing baked goods and ingredient inventories, and taking control of the daily cleanup procedures at the bakery. Also monitoring ingredient expiry dates.

EDUCATION

○ Bachelor's Degree in politics of Law Al Sham Private University

2016 - 2020

Damascus, Syria

Certificates and TRAININGS

Exit operation, Evacuation, Decompression,
Turbulence, Actual Fire, Ditching with Turkish Airlines
in Istanbul.

Cabin crew Conversion Training with JATS (Jordan
Airline Training and Simulation).

ICDL workshop in Al Ameer Center in Syria.

LANGUAGES

English 

Turkish 

Arabic 

REFERENCES

Available upon request.