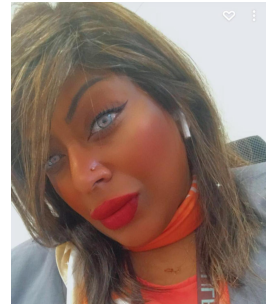


C.V APPLICATION

PERSONAL INFORMATION



- Nationality: Bahraini
- Date of birth : 05th march 1978
- Status: married
- Language : fluent Arabic and English
- Contact information mobile 66956659-37779060.

Email banoota_1978@hotmail.com

Education:-

- Hafsa um almuamnin international school
- Um kalthoom primary school
- Isa town commercial secondary school

Courses:

- Gulf air Customer awareness 07-09-april 2002.
- Gulf air communication skills 11th – 12th may 2003.
- Gulf air customer awareness 02-03 April 2003.
- Gulf air basic food and personal hygiene 12 July 2004.
- Gulf air satisfaction the corporate customer service course.
- Gulf air emergency response management and family assistance.
- In house dangerous goods awareness course category 9 and 12 on 07 may 2012.

- Aviation security for airport pass application 2015.
- Dangerous good awareness for IATA category 9 passenger handling.
- Airport security awareness 2018 CBT.
- Human factors training for ground services staff 2016.
- Fastrack training and development consultancy customer service specialist from Abdul-Jabbar alkoheji and sons.

• Other courses:-

- Introduction to Microsoft excel from 29/12/79 to 17/01/98 at polyglot school
- Introduction to Ms. Windows 95 from 3/11/97 to 1/12/97 at polyglot school
- Introduction to MS. Word from 3/12/97 to 27/12/97 at polyglot school
- General English language course at polyglot school

Job record:-

*Abduljabar alkhoheji and sons as secretary.

*Alwardy Company as secretary.

*Gulf air club as banquet hall supervisor.

*Bahrain international airport as lounge agent in business golden falcon lounge.

*ground operation services as customer service supervisor at bahrain international airport.

Currently retired from gulf air Total Year's of service with gulfair 23 years.