



Iryna Buina

FLIGHT ATTENDANT

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📍 Krakow, Poland
(considering relocation)

PROFILE

Responsible, outgoing self-starter with a passion for customer service and safety and more than three years of experience in customer service and team management fields. Looking to fill the position for a flight attendant with Emirates, where my hospitality and customer service skills will best serve customers.

SKILLS

- Amiability and excellent communication skills.
- Adaptability.
- Successful at working in culturally diverse team.
- Stress resilience.
- Problem-solving and negotiation skills.
- Persuasion.
- 162cm tall, reaching 220cm on tippy toes.
- Vision: -2 (same since 2017).
- 23 years old.

LANGUAGES

Ukrainian	● ● ● ● ●
Russian	● ● ● ● ●
English	● ● ● ● ●
German	● ● ● ● ●
Polish	● ● ● ● ●

WORK EXPERIENCE

Workflow Leader (promoted)(ENG)

Majorel, Krakow

Apr 2023 - Sep 2023

- Provided clear communication between different teams in the multicultural environment.
- Made sure, that all the safety and privacy policies were complied with and in case of emergency was responsible for the evacuation of our floor.
- Colaborated with team of trainers in approaching and training new hires. Provided newbies with any sort of clarification and helped them to adapt better.
- Created a schedule for the team, tracked daily attendance, and ensured compliance with tasks by the entire team.
- Prepared and presented Weekly Business Review.

Content reviewer(ENG)

Majorel, Krakow

Mar 2022 - Apr 2023

Account manager (ENG)

Atlasiko inc., Vinnytsia

Nov 2020 - Mar 2022

Customer service specialist (ENG)

Omio(German travel comparison and booking website), Vinnytsia

Jul 2019 - Oct 2020

- Delievered high-level customer support by inline call and email servises with average index of 98.2% customer satisfaction.
- Kept connection between customer and travel companies.
- Attentively ammended and cancelled clients' booking when needed.
- Provided customers with alternative ways for them to handle the request when the company authority was not enough.

Hostess(promoted)

McDonald's, Vinnytsia

Dec 2018 - July 2019

- Greeted the customers and helped them with any inquiries that may happen during their stay.
- Approached guests and comunicated with other teams to provide safe and friendly atmosphere in the restaurand.
- Hosted children Birthday parties.
- Led the team of 5-10 people in order to keep the restaaurant clean and safe.

Service crew member

McDonald's, Vinnytsia

Feb 2018 - Dec 2018

- Helped customers to chose and order food of their likings.

EDUCATION

- VSPU named after M. Kotsyubynsky,
Faculty of Foreign Languages
2017 - 2021
- Vinnytsia Gymnasium school 30, with a focus on foreign languages.
2007 - 2017