

Yousra Kayed
7245 Franklin Ave, Los Angeles CA
(267)-804-3600
Yousra.Kayed@gmail.com

Objective: I am seeking a competitive and challenging environment where I can serve your organization and establish a career for myself.

Experience:

United Airlines

Flight Attendant 02/2016-01/2021

- Greet and recognize passengers with welcoming demeanor.
- Administer and coordinate emergency procedures or provide emergency care, as needed.
- Prepare, serve food and beverage selections (including alcohol) while following appropriate protocol.
- Ensured adherence to FAA and company regulations. while trained in emergency situations, helping to diffuse two high-level situations from escalating to emergency levels.
-

Macys

Sales associate 02/2012-02/2019

- Merchandising/Floor-Sets
- Warehousing/Stocking/Receiving
- Cash Handling/Ringer
- Helped companies attain the highest customer service ratings & sales goals.

Wells Fargo Bank

Teller

04/2014-02/2016

- Ability to identify customer needs and refer financial products and services.
- Adhere to strict opening and closing procedures to protect both employees and assets of the bank.
- Accurate processing routine transactions, such as cashing checks, deposits/withdrawals, collecting loan payments, counting drawer several times at day

Philadelphia Orthodontics

Receptionist 07/2010 -04/2014

- Welcome up to 80 patients and visitors daily, verifying current personal and insurance information upon arrival while adhering to HIPPA standards
- Operate multi-line phone system, serving as point of contact for ~60 phone calls daily
- Proactively respond to email inquiries within 24 hours of receipt
- Create, update, and coordinate appointments to ensure accurate data recorded in patient management system
- Complying with procedures, rules, and regulations on keeping a safe and clean reception area

General Skills and Certification

- FAA Certification
- CPR and First AID certified and trained in AED
- Bilingual in Arabic and English
- Bartender Certified
- TAM & HEALTH Certified
- 75+ WPM
- Eaglesoft
- Microsoft Word, Excel, and Outlook

