

# CURRICULUM VITAE

## Meriam BADRANI

31 years old  
31-May-1985, Single  
French

Phone: +971 55 75 35035  
Email: badranimeriam@gmail.com  
UAE Driving license



## SKILLS

Team player, coach, adaptable, goal focused, communicator, people person, conflict negotiation, fast learner, problem solver, investigator.  
Recruitment interview, training planning according to company needs, proactive and prioritized organization.

Computer :  
GDS Amadeus, Galileo and Sabre. SSCI Sabre, AIMS, WorldTracer, SAP

Languages:  
French: mother tongue; English: fluent; Arabic: spoken

## WORK EXPERIENCE

- Since April 2016:      Guest Community Relations Officer, Abu Dhabi      ETIHAD AIRWAYS  
*Support guests end-to-end journey by providing assistance, responding to the queries and resolving issues across multiple channels including social media, email, telephone and mail. Managing feedbacks and identifying trends to improve company standards and procedures. Monitor and protect the brand reputation across the web, forums, news and company's owned channels. Investigation of guests complaints and legal claims across multiple channels. Achievement of daily target of 10 general, French speaking and Legal cases. Negotiation to criteria and budget guidelines that limit the company's liability. Maintain data protection and confidentiality for staff and guests.*
- 10/2011-03/2016:      Cabin Crew Premium Class, Abu Dhabi      ETIHAD AIRWAYS  
*Ensuring the safety and the security of the guests on board, delivering a 5 stars experience according to the company standards, exceeding guests needs and special care given to VIPs and Royal Families.*
- *Business and First Class Cabin Crew from December 2013 till June 2014.*
  - *First Class Cabin Crew Exclusively from June 2014 till June 2015.*
  - *Food and Beverage Manager (Business Class Cabin Manager) from July 2015 till March 2016*
- 08/2010-09/2011:      Travel Agent, Paris      GO VOYAGES  
*Handling of airline tickets Queues inside GDS systems: involuntary rerouting, schedule or airport changes, special request. Communication and negotiation with airlines for rerouting or refund. Daily conflict and issue resolution with passengers worldwide especially during exceptional events like air strikes, bad weather conditions or airlines' bankruptcies.*
- 02/2010-07/2010:      Guest Service Agent, Paris      WFS France / AIR FRANCE  
*Handling of passengers for different airlines in Paris airports: Transavia, Tunisair, Royal Air Maroc, Aigle Azur and Air France. Check-in of the passengers and their baggage ensuring the compliance with the airlines policies and to the airports and air transportation security regulations. Boarding and transfer of the passengers ensuring the validity of their travel documents.*

- 07/2009-01/2010: Training Assistant, Paris 13 UNIVERSITY OF PARIS XIII  
*In a Master Degree Unit:*  
*Co-ordination with the Director, the professors, the students and with other units and divisions within the university .*  
*Co-ordination of students' applications for the courses follow-up that procedures are applied.*  
*In charge of creating and maintaining students' academic records.*  
*Management of all unit's administration such as class bookings, professors schedules, students attendance, final exam timetables, students projects and graduation requirements.*
- 11/2008-05/2009: Executive Assistant, Paris PSA PEUGEOT-CITROEN  
*In charge of the Director's schedule of the Spare Parts Department.*  
*Office facilities and logistics management.*  
*Team diary and travel management.*  
*Creation and handling of confidential reports and files.*  
*Communication with other departments, directors and external suppliers.*  
*Support of the team in the European big projects in preparation (Duty travel in Germany, Spain): Opening of new warehouses in Europe to optimize the costs of the Department.*  
*Preparation of training booklets (SAP software) for the employees in the new warehouses in Germany and Spain.*
- 10/2007-10/2008: HR & Training Assistant, Paris NUMERICABLE  
*Involvement in managers' recruitment.*  
*Administrative tasks for the HR and Payroll departments.*  
*Preparation of detailed Job descriptions for new positions and screening of the applications.*  
*Creation of forms and letters for thousands of sales representatives around France: contracts, end of probation, warning letters, resignation or termination letters, end of contract.*  
*Preparation and contribution of annual employees training plan according to the needs and the budget of the company.*

## HIGHER EDUCATION AND DIPLOMA

- 2006-2007: Bachelor Degree in Education Sciences, Training for Adults, with Mention, University Rennes 2, France
- 2003: "A" Level (Baccalaureat) with Literary specialty, Saint-Brieuc, France
- January 2010: Training of "AIRLINE AGENT" 2 months, Paris

## ACTIVITIES AND INTERESTS

Certification in Children Care (BAFA) / Kid recreation Attendant (2003-2007)  
 Interests in Nature (mountain trekking, desert dunes bashing, water sports), Animals (horse riding, cats welfare group volunteer), Ancient History and travelling (especially in Asia, North America, and Europe). Involved in a charity foundation "Children of the Mountain".