



Hadija Djau

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(Home)

WORK EXPERIENCE

17/05/2021 – 09/11/2021 Lisbon, Portugal

CATERING OPERATOR IBERSOL

- Customer service
- Clean surfaces and ensure a hygienic dining area
- Work with cashier
- Prepare and store food safely

01/03/2022 – 30/04/2022 Lisbon , Portugal

SUPERMARKET ASSISTANT CONTINENTE

11/10/2021 – 10/01/2022

SALES ASSISTANT PRIMARK

- Customer service
- Maintain an organized and clean store
- Respond to customer needs
- Recommend and show products that customers want
- Be up to date with the product description
- Follow company policies and procedures
- Cashier service

20/05/2022 – 20/09/2022 Lisbon , Portugal

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10/2022 – 12/2022 Lisboa, Portugal

CALL CENTRE AGENT WONDERTRADE

- Identify customer needs, clarify information, research each problem and provide solutions and/or alternatives
- Take advantage of opportunities to increase product sales when they arise

09/07/2023 – 08/05/2024 Sweden

CABIN CREW RYANAIR

- Understand the duties of assigned position during flight and act your best
- Ensure the satisfaction of passengers by answering questions and offering them assistance
- Check cabin before take-off to ensure compliance to safety regulations
- Welcome travelers on board and help them to their seats when necessary
- Serve food and beverages and sell products

Understand the duties of assigned position during flight and act your best
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Check cabin before take-off to ensure compliance to safety regulations
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● EDUCATION AND TRAINING

2020 – 2021 Lisbon, Portugal
11TH GRADE Escola secundária Ferreira dias

12ºano

2021 – 2022 Lisbon, Portugal
12TH GRADE Escola de comércio

09/2022 – 04/2023
UNIVERSITY Faculdade de Ciências Ulisboa

Field of study Matemática Aplicada

● LANGUAGE SKILLS

Mother tongue(s): PORTUGUESE

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C1	B2	B2	B1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office | Gmail | Microsoft Office Word | Cabin Crew Attestation | Cabin Crew Medical Report for CCA