



Yasmine AHMADI

Cabin Crew

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Cabin Crew & Hospitality Alchemist | Elevating Journeys, Ensuring Excellence

Merging crisis-ready calm with five-star hospitality, I transform routine flights into memorable experiences—where safety feels seamless and service sparkles. Fluent in the unspoken language of passenger care (and 4 spoken languages), I thrive where precision meets warmth, ensuring every traveler steps off the plane feeling seen, safe, and surprisingly delighted.

Experience

Customer Service Representative, Popcorn | Tunis, Tunisia

July 2023 – Aug 2024

- **Conflict Resolution & Passenger Care:** Addressed 50+ daily customer complaints with a 95% first-call resolution rate, leveraging active listening and empathy—mirroring the cabin crew's role in managing in-flight passenger concerns.
- **Efficiency Under Pressure:** Reduced average call time by 15% while maintaining service quality, demonstrating ability to prioritize tasks during peak travel hours or emergencies.
- **Team Training & Collaboration:** Mentored 10+ new hires on service protocols, fostering a positive team dynamic—a critical skill for coordinating with pilots and crew mid-flight.

Education

Bachelor's Degree in Management,

Sep 2024 – Present

• Faculty of Economic Sciences and Management of Tunis El Manar

- Developed strong analytical, teamwork, and problem-solving skills through case studies and simulations.
- Gained adaptability and organizational expertise in fast-paced environments.

Skills

Personal skills:

- Exceptional communication (verbal & written)
- Cultural sensitivity & multilingual fluency
- Team collaboration & adaptability
- Professional demeanor & emotional intelligence

Technical skills:

- **Safety Procedures:** Emergency protocols, first aid, and evacuation drills.
- **Customer Service:** Conflict resolution, in-flight hospitality, and passenger assistance.
- **Crisis Management:** Calm under pressure, quick decision-making.

Technical skills:

- Microsoft Office (Word, Excel)
- Reservation systems (if trained)
- Basic troubleshooting for in-flight tech

Extracurricular Activities

Internal Member - Tunisian Red Crescent Volunteer | Tunis, Tunisia

2021 – 2022

Languages

Arabic: C2 | English: C1 | French: B2 | German: A2 (Certified ÖSD)

Interests

Sport, Swimming, Traveling, Shopping, Reading