

MARWA HASSAN ALI

MBA



CONTACTS

- Almamzar , Sharjah , United Arab of Emirates
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PERSONAL DETAILS

- Date of birth
14th November, 1987
- Nationality
Egyptian
- Marital status
Married

WEBSITES & SOCIAL LINKS

Linked In:

<https://www.linkedin.com/in/marwa-hassan-mba-hr/>

EDUCATION

- MBA**

THE ARAB ACADEMY FOR SCIENCE AND TECHNOLOGY (AAST)
Cairo, Egypt
2022

Major in Human Resources Management

GPA : 3.73

ABOUT ME

- An aspiring MBA professional with diverse customer experience in aviation and banking sector. A people's person who is self-driven, agile with a keen eye for detail when handling systems and processes. Currently, in pursuit of a HR generalist or Learning & development role at a multi-national organization. Interested in the overall HR operations - HR Strategy and Planning, Talent Acquisition, Organizational & Individual Development, Learning & Development, Compensation & Benefits, Diversity & Inclusion, Employee Engagement, customer service.

WORK EXPERIENCE

- CUSTOMER SERVICE PERSONNEL | AUG 2016 - OCT 2017**

ABU DHABI ISLAMIC BANK, ALEXANDRIA, EGYPT
 - Carried out all branch administrative tasks - weekly and month end reporting by ensuring all activities are completed within timescales and with a high degree of accuracy, whilst providing excellent customer service, to both external and internal customers, and adhering to all appropriate process and procedures.
 - Ensured a positive image of the Bank is presented to all customers both internally and externally.
 - Acted as a focal point for customer's queries and liaised with the appropriate departments of the Bank to resolve difficulties in order to ensure first class standards of service.
 - Ensured compliance with policy, procedures, standards and reporting requirements, plus any relevant regulatory and statutory requirements.
 - Provided support to other team members as required to assist in the smooth operations of the branch.
 - Undertook appropriate training to ensure correct action is taken in the event of an incident or disruption.
 - Performed any other duties or tasks as required or instructed by the line manager to support the smooth operations of the department.
 - Facilitated in the promotion of financial services such as personal loans etc to the customers.
- FLIGHT CREW | JULY 2010 - SEP 2013**

AIR ARABIA, SHARJAH, UNITED ARAB EMIRATES
 - Welcomed passengers and assisted in the boarding formalities; entered necessary data into the aircraft log book as per Air Arabia and GCAA/CAA adopted procedures.

◎ BACHELOR

ALEXANDRIA, UNIVERSITY
Alexandria, Egypt
2009

Degree in the Faculty of Tourism and Hotels.

S K I L L S

Customer Service

Proactive Hospitality

Crisis Management

Time Management

Service Excellence

Conflict Management

Strategic Thinking

Customer Interface Systems

Coaching & Counselling

Training & Development

L A N G U A G E S

• ArabicNative

• English....Fluent

• Spanish....basic

H O B B I E S

Travelling & Swimming

- Demonstrated excellent problem-solving and interpersonal skills when handling any passenger related concerns/queries.
- Anticipated and took care of passengers' needs during flight operations - food & beverage service, medical assistance, emergency situations, assisting the Pilot and other crew members.
- Identified and assisted passengers experiencing stress or difficulties in accordance with the corresponding policies and procedures detailed in the Operations Manual and other relevant instructions.
- Supported passengers with special needs including children, disabled persons, or elders.
- Was responsible to attend to safety and comfort needs of passengers.
- Performed all regulations concerning cabin duties prior and during the flight operations as per the safety standard operating procedures enlisted by Air Arabia.
- Carried out the post-flight briefing and assessed reports as per adopted policies and procedures: by providing objective evaluation of the Cabin Supervisor, reports any problems or discrepancies on flight, closing and sealing of duty free containers.
- Prepared analytic reports concerning flight issues / incidents.
- Flight operations managed for 25+ countries - Asia, Eastern & Western Europe and GCC/Levant

I N T E R N S H I P S

◎ PERSONAL ASSISTANT TO GM| JUN 2009 - DEC 2009

PARTNER ROYAL HOTEL, ALEXANDRIA, EGYPT

C O U R S E S

◎ CERTIFICATE OF TRAIN OF TRAINERS 2022-THE KNOWLEDGE ACADEMY, BRACKNELL,BERKSHIRE

◎ CERTIFICATE OF COACHING SKILLS 2022-THE KNOWLEDGE ACADEMY, BRACKNELL,BERKSHIRE

◎ CERTIFICATE OF MENTORING SKILLS 2022-THE KNOWLEDGE ACADEMY, BRACKNELL ,BERKSHIRE

◎ CERTIFICATE OF HUMAN RESOURCE OFFICER - OCT 2017
EAAK CENTER ALEXANDRIA, EGYPT

S P E C I A L P R O J E C T S

◎ EXPATRIATE WORKFORCE MANAGEMENT, WALDORF ASTORIA, MALDIVES

◎ EFFICIENCY STUDY AND ANALYTICS - JUHAYNA FOOD INDUSTRY, CAIRO, EGYPT