**Diana Aridi**

​ Beissour-Lebanon

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DOB: 06JAN1983

**OBJECTIVE**

**●** Experienced professional seeking to fill a rewarding position depending on my customer service skills

● I believe i can be an added value to any company i join using my experience to achieve company goals.

**CHARISMATIC, COMPETITIVE & INFLUENTIAL**

1-Professional approach with people

2-Can work in team & enhance teamwork spirit.

3-Passionate about my Work

**WORK EXPERIENCE**

Lufthansa march2012 till Present

● Joined Lufthansa in 2012 during my college study and within 3 and a half years I achieved a lot in my job through my eagerness to improve my performance and skills after having excessive courses in customer services as well as load planning and load control in addition to reservation experience

. ●During the last three years in Lufthansa, I faced all kind of passenger’s problems and a lot of challenging situations which improved my people skills and my approach with customers and their complaints.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

● **Certified Courses attended at Lufthansa training center in Frankfurt­- Germany**

1-Basic Course Schengen Document & Visa Training by (Bundespolizei)

2-Ticketing One

3-Security Awareness

4-Customer Service

5-Ramp Handling & Load control

●Graduated From IUL Faculty of Tourism 2015

●Diploma from IATA: IATA/UFTAA Foundation course 2005

**LANGUAGES**

● ENGLISH: Fluent

● ARABIC: Mother Language

●FRENCH: Moderate