Sara Jalali Zenooz

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**Summary :**

High-energy Supervisor successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns as well as contributing new ideas that drive company growth. Organized and diligent with excellent written oral and interpersonal communication skills. Creates success by opening up to learning new processes, maintaining a professional state of mind and taking the lead in the development of subordinates. Track record of multi-tasking and achieving employer goals through legal research. Organized and flexible , able to take new challenges . Solid commitment to consistently improving the fuctionality of legal workflow.

**Highlights :**

Strategic planning Safety-minded

Operational management Customer service focus

Financial administration Project and program implementation

Training and development Detail oriented

Decisive CPR/First Aid certificated

Document summarizing Research coordination

Administrative tasks correspondence Handling

**Experience :**

**All Nippon Airways-LA**

**Airline Supervisor**  September-2017/current

* Set up regular inter-department meetings to open communication.
* Coordinate with airport vendors regarding fueling and catering logistics.
* Issue travel and hotel vouchers for passengers on overbooked or canceled flights.
* Enforce safety and security measures and protect sensitive zones.
* Update the flight attendant manual and brief staff on charges.
* Briefed passengers according to company and FAA requirements.
* Calculated the aircraft weight and Balance, performance and fuel requirements.
* Monitored flight arrivals and departures.
* Initiated mentoring program with senior and new staff performance and recommended changes

**Turkish Airlines-LA**

Airline Customer Service Agent June-2016

* Greeted and assisted all passengers , including help for check-in tagging luggage, ticketing changes, rebooking and special service request.
* Developed and implemented improved Customer service protocols to increase satisfaction.
* Revamped training procedure to improve performance and safety ratings.
* Maintained privacy of all customers and ensured attendants did the same.
* Answered passengers questions and dealt with complaints accordingly.
* Boarded and deplaned flight and escort passengers including disabled passengers and unaccompanied minors , from aircraft

**Social Service Interpreter-LA**

 **Active Interpreter for Hanna Interpreting Services**  February-2014

* Provides full language translating and transcription services, in medical appointments or

Legal administrative hearing such as DMV or social services courts.

**Administrative Assistant 2008-2009**

Assistant in Law office /Tehran-Iran

* Scheduled meetings for lawyers in the department, escorted visitors to staff member’s office
* Provided hospitality service arrangements as requested by staff
* Served as a vital member of the company licensing team in a supportive role that serviced the entire company.
* Produced and formatted organizations charts and maps using Microsoft Office.

**Professional Activities:**

* Internship in Turkish Centre for International Relations & Strategic Analysis (TURKSAM) working on Arab spring effect in Middle East 2011-2012.
* Internship in Turkish Asian Centre for Strategic Studies, research about African countries & Middle East Cooperation (TASAM), 2012.
* Attending the 7th International Turkish-African Congress, Multi-Dimensional Struggle For Africa: The Future of Turkish- African Relations and Finding ways to improve African countries, Sudan, 2012.
* Languages: Fluent in Farsi (Persian) and Turkish Languages, Basic level in Arabic .

**Educations:**

**Ankara University**, Master's Degree Graduated-June2013

Master in science in international relationship

**Shahid Beheshti University** Bachelor's Degree Graduated-September2009

 Bachelor of Law

**References**

**charlie chakaroe**

*Current manager*  charlichakaroe@hallmark-aviation.com