







IVANA PUH

Junior Stewardess

Highly motivated individual with a strong customer service background and an impeccable work ethic. Worked overseas in a multi-national environment for 10 years. Trained to deal with intense and stressful situations whilst remaining calm and professional.

PERSONAL INFO

-  Nationality: Croatian
-  DOB: 19.10.1994
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CERTIFICATES

- STCW - A-VI/1

Training Completed

Licence due end of March 2023

- Junior Stewardess Training

Trained in Food Service (Safety, Hygiene, Silver Service)

Basic bartending, mixology, wine service and housekeeping

EDUCATION

Bachelor in Marketing,
Social Media and PR

DOBA Business School

Maribor, Slovenia

Expected graduation date:

Spring 2025

WORK EXPERIENCE

TRAINING SPECIALIST 2022 - present
Excel Hardware Pte Ltd, Singapore

- Hosted Zoom sessions with interior designers to promote new campaigns and products, resulting in increased sales and customer satisfaction.
- Independently hosted Instagram live sessions for current and new clients, effectively promoting the brand and generating leads.
- Created promotional materials and used software such as Hubspot, Canva, and Excel, which were published on social media platforms to boost brand recognition.

CUSTOMER SERVICE AGENT 2021 - 2022
Teleperformance, Greece

- Managed customer inquiries through phone calls, emails, and social media to provide swift and effective resolution.
- Demonstrated troubleshooting and device swap support to customers.
- Maintained accurate logs of customer data and interactions utilizing company software.

FLIGHT ATTENDANT 2015 - 2020
Emirates Airline, UAE

- Trained in international safety protocols, aircraft type specifics, and medical training (BLS, First Aid, AED).
- Collaborated with a multinational team of crew and provided prompt and effective communication with customers.
- Ensured compliance with all safety standards and airline protocols to the highest level.

AU PAIR 2014 - 2015
Au Pair in America, USA

- Assumed in-house childcare responsibilities and managed household responsibilities.
- Developed communication skills through immersive conversation and activities with children.