

FARDOUS ABDIRASHID

Cabin Crew Applicant — Etihad Airways

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PROFESSIONAL SUMMARY

Enthusiastic and service-driven hospitality professional with hands-on customer service experience in a fast-paced restaurant environment. Known for a warm and professional manner, ability to remain calm under pressure, and a genuine passion for delivering exceptional guest experiences. Eager to bring multilingual communication skills and a strong work ethic to Etihad Airways as a Cabin Crew member, contributing to the airline's world-class passenger experience.

CORE COMPETENCIES

Customer Service Excellence • Teamwork & Collaboration • Conflict Resolution • Cultural Sensitivity
Attention to Detail • Adaptability Under Pressure • Safety Awareness • Multilingual Communication

WORK EXPERIENCE

Cashier | **Mall Center** | 20XX – Present

- Processed customer transactions accurately and efficiently in a high-footfall retail environment.
- Provided friendly, professional assistance to a wide range of customers, ensuring a positive shopping experience.
- Handled cash, card payments, and till reconciliation with a high level of accuracy and accountability.
- Managed customer queries and complaints calmly and effectively, maintaining service standards at all times.
- Worked as part of a team to maintain smooth operations during busy peak periods.

Customer Service / Hospitality Staff | **Mandeeq Restaurant** | 20XX – Present

- Delivered attentive, friendly table service to a diverse range of guests, ensuring high satisfaction and repeat custom.
- Managed guest needs efficiently during peak periods, demonstrating composure and time management under pressure.
- Communicated clearly and warmly with customers from varied cultural and linguistic backgrounds.
- Collaborated closely with kitchen and floor staff to ensure seamless service delivery and a positive dining experience.
- Handled guest complaints professionally and proactively, resolving issues to the guests' satisfaction.
- Maintained hygiene, cleanliness, and safety standards in line with health and food safety regulations.
- Assisted with training new team members on service standards and restaurant protocols.

EDUCATION

Secondary School Certificate | **Elm Schools** | Graduated 2024

- Successfully completed secondary education, developing strong communication, teamwork, and organisational skills.

LANGUAGES

English: Fluent — Professional proficiency in reading, writing, and speaking

Somali: Native / Mother tongue

Arabic: Conversational — spoken understanding with basic communication ability

WHY ETIHAD AIRWAYS

Etihad Airways represents the pinnacle of hospitality-driven aviation. I am drawn to Etihad's commitment to personalised service, cultural inclusivity, and operational excellence. My background in customer-facing hospitality, combined with my multilingual skills and genuine love of working with people from all walks of life, aligns naturally with Etihad's values. I am eager to grow professionally within a world-class airline and contribute meaningfully to every passenger's journey.

PERSONAL ATTRIBUTES

- Positive, approachable, and enthusiastic with a natural ability to connect with people.
- Highly adaptable and comfortable working in dynamic, fast-paced environments.
- Strong team player who also thrives when working independently with minimal supervision.
- Committed to personal and professional development within the aviation industry.
- Holds a valid passport and is willing to relocate and work flexible shift patterns including nights and weekends.

REFERENCES

Available upon request.