



## CONTACT INFO

PHONE  
+97433695162

EMAIL  
ivanovapolina2008@gmail.com

LOCATION  
Al Muraikh Compound, Doha, 0000, Qatar, Qatar.

# POLINA IVANOVA

VIP FLIGHT ATTENDANT

## PERSONAL STATEMENT

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A professional VIP flight attendant with an approachable, outgoing and warm personality; a can-do attitude; very good communication skills; willingness to meet customers' expectations and go beyond and above

## PROFESSIONAL EXPERIENCE

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Jul-2022 - **Qatar Executive**

VVIP Flight attendant

Provide a higher level of service with attention to details;

Responsible for the safety and comfort of VIP passengers;

Offer impeccable customer service skills;

Apr-2014 - **Qatar Airways**

Jun-2022 Flight attendant

Provide information, guidance and assistance for safety and comfort of passengers onboard the aircraft;

Prepare and serve drinks and food to passengers;

Conduct safety checks onboard;

Comply with all aviation rules and regulations for safety and protection

Oct-2012 - **Sutherland Global Services; Sofia, Bulgaria**

Mar-2013 Customer service representative

Customer support agent;

Assistance via email or phone providing information and technical support about the products and services;

Handle complaints and compliments

Sep-2010 - **Medipraxis S.L; Palma de Mallorca, Spain**

Oct-2012 Administrative assistant

Providing assistance in daily office needs;

Agenda organization;

Structuring and planning daily tasks;

Administrative and clerical tasks

Apr-2009 - **Sunglasses Hut S.L; Palma de Mallorca, Spain**

Aug-2010

Sales representative

Selling products and attending customers' queries

## EDUCATION

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Oct-2022 - **Universitat Oberta de Catalunya**

Telecommunications and multimedia,  
Techniques of digital communication and multimedia

Nov-2009 - **Universidad de las Islas Baleares**

Sep-2011 Law, 1st to 3rd grade in

## LANGUAGES

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**English** | Proficient

**Spanish** | Proficient

**Bulgarian** | Native

**German** | Beginner

## **CERTIFICATES**

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11-06-2014 **Service Excellence Program and SEP Qatar Airways**

17-07-2017 **Premium Service Program Qatar Airways**

15-07-2017 **WSET Wine Course**

31-08-2022 **VVIP Service Program Qatar Executive**

## **HOBBIES & INTERESTS**

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Sport; Reading; Foreign languages; Fashion