



DIOMELEEN DAQUIOAG BAGALAY

📍 Sharjah, UAE | 📞 +971558489597 | ✉️ diomeleenb@gmail.com

PERSONAL DETAILS

Language : English (Fluent)
Tagalog (Native)
Nationality : Filipino
Height : 161cm
Arm reached : 212cm
BMI : 21.3 (Normal)

SKILLS

- Customer Service
- Flight Safety
- Passenger Handling
- Teamwork
- Culture Awareness
- Flexibility and Adaptability
- Time Management
- Interpersonal Skills
- Communication Skills
- Basic Swimming

EDUCATION

IATA Certified Cabin Crew

IATA Certified Passenger
Ground Service Agent (PGSA)

Hotel Management (Short
Course)

Travel and Tourism
Management (Short Course)

Fire Safety (Short Course)

Bachelor of Science in Hotel
and Restaurant Management

- National Certificate level II in F&B Procedures
- National Certificate level II in Housekeeping

PROFESSIONAL OBJECTIVE

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem solving skills. Willingness to take on added responsibilities to meet team goals. Eager to contribute to team success through a hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in hospitality and aviation industry.

WORK HISTORY

Stall and Market Salesperson | EMPIRE WORLD – Dubai Branch
May 2021 – September 2022

- Coordinated meetings and group events with other departments and clients
- Make travel arrangement and reconcile reports on weekly/monthly basis to result in an 100% accuracy rate.
- Arranged flowers / greetings to be delivered on the occasion of birthdays of closed employers close friends and associates.
- I mainly delivered administrative support, such as organizing and documenting while being the first line of communication in promoting work efficiency.

Passenger Ground Service Agent | Internship – Sharjah international Airport
February 2022 – May 2022

- Greeted passengers, answered queries, and handled complaints
- Handling of basic airport service like passenger services, baggage service, and check in.
- Ensuring that the needs of passengers are met in a caring, courteous and efficient manner

Cleaning Worker | FULL GENERAL TRADING – DMCC
October 2019 – May 2021

- Administered daily office operations, not restricted to filling documents, maintaining social media accounts, and operating general office equipment.
- Provided administrative support as well as daily office/organizational marketing and administrative support.

Servant | PESHRAW MAJID AGHA – Dubai
September 2018 – September 2019

- Assessed service needs of at-risk families; developed treatment and reunification plan with case workers to follow federal and state laws, policies, and regulations.
- Facilitated value stream mapping and performance management activities to achieve potential process improvements.
- Maintained family health records and ensured assigned families attended 100% of scheduled well child appointments, including all necessary follow-up; provided transportation and childcare support.
- Developing a strong relationship with the family by being non-judgemental, understanding, showing respect and empathy.