



I am an enthusiastic person with a genuine interest in social sciences. I have always worked in the aviation field, (or business related branches) in worldwide corporations, so I effectively communicate with people of different nationalities and cultural backgrounds.

During my last work experience I was based in Basel Euro Airport ,working on a temporary contract with Customer and flight support team.This gave me a chance to develop an in-depth knowledge of FBO procedures and FBO ONE system.

I am strongly motivated to continue my professional development in this (or related) roles , so I continue to be open to trainings, relocation and flexible schedules as requested by civil aviation programs.

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🌐 italian

🔗 <https://www.linkedin.com/in/alexandra-k-05199b18b>

SKILLS

- Flight coordination
- Safety regulations
- Problem-solving
- Phone etiquette
- computer skills
- Time Management
- Effective communication
- Relationship building
- FAA
- FDTL

LANGUAGES

- italian | Native
- Russian | Advanced
- English | Advanced
- German | Intermediate



CUSTOMER SERVICE REPRESENTATIVE

Alexandra Kubanski



EXPERIENCE

- Sep 2023
Present

CUSTOMER SERVICE REPRESENTATIVE

Jet Aviation . Basel (CH)

 - Developed in-depth knowledge of aviation regulations and FBO procedures .
 - FBO ONE software.
 - Knowledge of FAA rules and regulations
 - Provided flight support upon AC arrivals/departures.
 - Communicated with ground personel and logistics to ensure timely departures and smooth operations.
 - Scheduled customers appointments and managed customer databases
 - Created badges as per safety and security regulation (Service now app+internal software for badge creation)
 - Answered , screened and routed incoming calls in a professional and timely manner
- 2017
2022

FLIGHT ATTENDANT

Neos Spa. Milano (IT)

 - Training Boeing 737,787,767
 - FDTL in-depth knowledge
 - Performed Safety and Security Ops
 - Provided First Aid
 - Organized Hospitality services
 - Provided support in professional development and onboarding of newcomers
 - Ultra long houl flights
- 2014
2017

FLIGHT ATTENDANT

Etihad Airways. Abu Dhabi (UAE)

 - Training Airbus 380,320,340,330-Boeing777
 - Proficient in following safety protocols and emergency procedures
 - Trained to deal with difficult passengers and medical situations
 - Povided exceptional customer service and ensured passenger comfort on multiple international flights.
 - Collaborated with diverse team members to maintain cleanliness and organization of aircraft cabin during flights.
- 2011
2014

MERCHANDISER

Press Unit . Verbania (IT)

 - Performed inventory audits
 - Processed weekly damaged/return stock
 - Analised sales data
 - Reported growth, expantion and changes
 - Implemented visual merchandising techniques to enhance the overall in-store customer experience.

EDUCATION

- Jan 2024
Present

TAX RETURN SPECIALIST

Patronato e CAF. Milan (IT)

2021
Present

LAW

UNIMI. Milan

Jan 2017
Apr 2017

CCA

ENAC (civil aviation). Milan (IT)

2006
2010

BUSINESS EXPERT

ITC Dalla Chiesa Spinelli . Omegna Verbania (IT)

DRIVING LICENSE