**Salam Casey Alnaama**

**1143 west 29th street, Erie, PA 16508**

**Professional Summary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Bilingual, self-starter with broad customer service background. Skilled in developing relationships

and providing exceptional individualized service.

**SKILS**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Excellent communication skills Works under pressure
* Professional phone etiquette Pleasant demeanor
* Articulate and well-spoken Appointment setting
* Excellent planner and coordinator Critical thinker

**Work Experience:** **Erie Public Schools**  09/2016 - Present

Administrative Assistant

**Erie School District** 10/2015 – 08/2016

School Secretary

**Erie School District** 10/2009 – 10/2015

Perry/Library Assistant

Help students locate and check-out books of their choice, retrieve books

And research material for teachers, catalogue and shelf books.

***Proctor for American Sports League***  2010 -- Present

**Irving/ Paraprofessional**08/2007 – 09/2009

**Erie International Institute** 01/2002 – 10/2007

Language Translator and Interpreter

Translate documents from Arabic to English, escort clients to medical, school,

court appointments for Interpretations in language pair, Arabic, English.

**Kuwait Airways** 08/1992 - 05/2001

Airport Traffic Officer

Check-in passengers tickets, luggage and travel documents, ensure a smooth

and secure Transfer of transit passengers.

**Saudi Arabian Airline** 08/1980 – 12/1989

Flight Attendant

Traveled to Domestic and International flights, to more than 150 destinations

around the world, and have been assigned as an acting flight supervisor on

various occasions.

**Education:** Thomson High School 12/2005

GPA: 3.5

**Courses:** Passenger Handling, Advanced Customer service, United States, Canadian and British Immigration courses. Socialization and Behavioral Issues, Communication and Instructional Strategies.