



**KHAOULA BITOR**

Doha, Qatar

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## Professional Summary

Customer-focused professional with experience in cash handling and remittance services. Skilled at processing transactions accurately, assisting customers with inquiries, and ensuring compliance with company policies while providing excellent service in a fast-paced environment.

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## Professional Experience

### Cabin Crew

*Qatar Airways – Doha, Qatar | Apr 2023 – Present*

- Delivered high-quality service to international passengers while ensuring safety and comfort
- Handled onboard issues with calm, effective problem-solving
- Collaborated with multicultural teams under pressure
- Demonstrated adaptability, time management, and communication skills
- Maintained updated knowledge of emergency procedures and first aid

### Bank Teller

*CIH Bank – Marrakech, Morocco | Jan – Mar 2023*

- Processed deposits, withdrawals, and transfers accurately
- Promoted bank products and consistently met sales goals
- Handled currency exchange and maintained financial records
- Provided efficient service in a busy environment

### Accounting Assistant (Intern)

*Cabinet El Batra Conseil – Marrakech, Morocco | Sep – Dec 2022*

- Entered invoice data using Topaz software and maintained filing systems
  - Managed incoming calls and front-desk reception
  - Supported daily administrative operations
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## Education

### Bachelor's in Finance and Banking

*Faculty of Legal, Economic and Social Sciences – Cadi Ayyad University, Marrakech | 2021*

### High School Diploma – Geosciences and Biology

*Abou Abbas Sebti High School – Marrakech | 2017*

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## Languages

Arabic: Fluent | English: Proficient | French: Intermediate

## Skills

- \* Microsoft Office (Word, Excel, PowerPoint)
- \* Time Management & Organization
- \* Customer Service & Communication
- \* Problem Solving & Critical Thinking
- \* Attention to Detail | Team Collaboration