

Elmira Mamekova

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Dubai, UAE | Kyrgyzstani Citizen | Employment Visa



Professional Summary

Experienced and customer-focused professional with over 9 years in aviation customer service and previous background in legal, administrative, and sales roles. Multilingual, highly organized, and dedicated to delivering exceptional service, supporting passengers, and maintaining operational efficiency in fast-paced environments.

Key Skills

- Passenger Assistance & Airport Operations
- Multilingual Communication (English, Russian, Kyrgyz, Turkish, Arabic - basic)
- Legal Documentation & Representation
- Administrative Support & Coordination
- Inventory Management & Sales
- Conflict Resolution & Problem-Solving
- Microsoft Office, Oracle, Email Systems

Professional Experience

Customer Service Agent

Emirates Group, Dubai | Nov 2015 - Present

- Assisted passengers with check-in, baggage, boarding, and flight queries
- Verified travel documents, issued boarding passes, and handled baggage claims
- Delivered efficient service in a multicultural, high-pressure environment
- Completed certified trainings in aviation security, psychological first aid, and business excellence

Sales Associate

LK Bennett, Jashanmal National Co. LLC, Dubai | Aug 2013 - Aug 2015

- Provided premium customer service and managed daily sales targets
- Organized inventory and handled stock control, reporting, and merchandising
- Consistently achieved 96% satisfaction in customer feedback surveys

Lawyer

Social Security Fund, Kyrgyzstan | 2011 - 2013

- Represented clients in court and managed legal documents, contracts, and complaints
- Oversaw retirement fund collection and distribution for private sector employees
- Awarded by the Municipality for dedication and integrity

Administrative Specialist

International University of Kyrgyzstan | Nov 2007 - 2008

- Managed documentation, scheduling, and student services

- Maintained filing systems and compiled reports for university operations

Coordinator & Lecturer

Round Table on Human Rights, OSCE Academy | 2006 - 2007

- Delivered lectures on social justice and law in conflict zones
- Organized academic events and collaborated with stakeholders

Administrative Assistant

ENTES-Kyrgyzstan (Construction Project) | 2004 - 2006

- Coordinated budgets, logistics, venue management, and documentation
- Supported senior staff with presentations, reports, and correspondence

Education

- Master's Degree in Constitutional and Municipal Law, International University of Kyrgyzstan | 2008 - 2012
- Higher National Diploma in Linguistics and Cross-Cultural Communication, Kyrgyz State National University | 2002 - 2006
- Human Resource Management Certificate | Kyrgyzstan | 2012

Additional Information

- Computer Skills: MS Office Suite, Oracle, Internet & Email Applications
- Languages: English, Russian, Kyrgyz, Turkish, Arabic (basic)
- Awards: Municipality Recognition for Outstanding Work in Legal Sector (2012)
- Completed Trainings: Aviation Security, Dangerous Goods, Customer Service, Psychological First Aid, Business Excellence