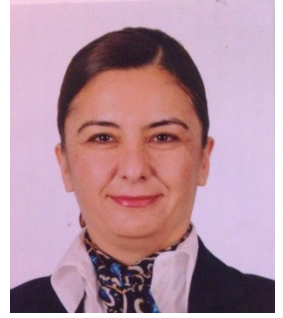


# ARZU OZCELIK



## **Personal Information:**

Nationality: Turkish

arzuozcelik@beykoz.edu.tr

## **Education:**

2021- 2022 Istanbul Aydın University Psychology

(Masters degree) 1991-1989 Istanbul University

Literature Faculty, Sociology

1989-1982 Edirne Anatolian High School

## **Professional Experience:**

**2020        Head of Civil Aviation Cabin Services/Academic Instructor Beykoz University**

**2017-2020 Subject Matter Expert    Flyco Training**

**2016-2009 Senior Cabin Chief B777/A330-340**

Ensuring coordination of the pre-flight crew briefing and conducting cabin briefings and debriefings.

Performing job distribution regarding cabin crew members and ensuring the required coordination.

Ensuring and monitoring that catering/ product services are carried out as per standards through out the flights.

Submit verbal/ written feedback of passengers.

## **2012-2006 Instructor/Cabin Chief T.H.Y Flight Training Center**

Delivering Training both in Turkish, English about;

Airbus 330/340 Type Rating and Differences

Boeing 777 -300 Type Rating and Differences

Airbus 310 Type Rating and Differences

Airbus 319/20/21 Type Rating and Differences

Boeing 737-800 Type Rating and Differences

CRM: Crew Resource Management

CRMI: Crew Resource Management Train the Trainer

ORY: Company Orientation

SER: Service Concept

ORG: Organization and Responsibilities

EMG: Emergency Procedures

NSP : Normal Safety Procedures

SEC : Aviation Security and Unruly Passenger Regulations

## **2012-2009 T.H.Y Flight Training Quality Delegate**

Attending IOSA, TSE and all other auditings and formating procedures.

**1998 Cabin Chief RJ70/100- B737**

**1992-1990 Ground staff customer relations**

Doing checking and boarding.

**Language:**

English, German

**Seminars, Courses, Training:**

2018 ISO 9001-2015 Kalite Yönetim Sistemi, iç denetçi eğitimi- ADL

2014 Certified Life Coach- ICC

2013 Onboard Communications - ICAEA

2012 Innovation Matrix Thinking- LA SALLE

2010 Aviation Security Instructor -DGCA

2010 ISO 9001 KYS İç Tetkik Eğitimi -TSE

2010 TSEN KYS Temel Eğitimi -TSE

2010 CRMI Trainer Training - JAA

2010 ISO 14001 Çevre Yönetim Sistemi -RAMS

2010 Çevre, İş Sağlığı ve Güvenliği, Risklerin Değerlendirilmesi (Quality Management) - RAMS

2010 Ohsas 18001 İş Sağlığı ve Güvenliği Yönetim Sistemi (Quality Management) - RAMS

2010 Word 2007 THY

2010 Air Law Conference - ALPA

2009 Cabin Safety Training B777- 300ER- ALTEON

2009 Hijack Exercise -THY

2009 Cabin Electronics and IFE -THY

2009 Naval Aviation Survival Training -Naval Aviation

2009 Safety Equipment Train The Trainer - CONDOR

2009 Effective Commnication -SİMYA

2009 Coping With Stress - SİMYA

2009 Aircraft Familirization - JETAIRWAYS

2009 Uçak Kaçırma Eylemlerine Karşı

Hareket Tarzı- POLICE

2008 Dangerous Goods Regulations Course -THY

2008 Professional Skills for DGR Instructors- IATA

2008 Restraint Training- THY

2008 Inflight Security -GREEN LIGHT

2008 DP Restraint Techniques -GREEN LIGHT

2008 DP Train the Trainer -GREEN LIGHT

2008 Civil Aviation Security- POLICE

2008 Train the Trainer -UÇANKUŞ

2008 Jar Ops1vs.EU OPS Difference - JAA

2007Jar-Ops 1 Training - JAA

2007 CRM Instructor/Ground Course- OMEGA

2007 Coaching for Training- NÜVE

2007Coaching for Trainers -TK

2007 Presentation Techniques -THY

2006 Train the Trainer -THY

2006 Contemporary Management System - BALTAŞ

1990 First Comes People- THY

Conference Speaker of European Airline Training Symposium (EATS 2010) İstanbul

Conference Speaker of World Airline Training Symposium (WATS 2011) Orlando

Conference Speaker of International Civil Aviation English Association (ICAEA 2013)

**Affiliates:**

Chamber of Sociology Group ,TASSA

**Hobbies:**

Reading

Learning

Swimming

Playing Basketball and Yoga

**References:**

Peter Moxham England Aviation Expert

0044 778 524 30 14

Pinar Köksal Cabin Crew Training Director of Flyco

0 532 246 30 50