

## FLIGHT MANAGER

### Summary

I am an enthusiastic, fun and dedicated professional with exceptional communication, account management and conflict resolution skills. I have a passion for building relationships and providing exceptional customer service. Motivated by competition, Self-starter, and an effective team member.

### Highlights

- Professional Summary
- Core Qualifications
- Negotiation
- De-escalation
- Customer Service
- Conflict Resolution
- Account Management
- Time Management
- Sales
- International Logistics
- Project Management Strong interpersonal skills
- Skilled in MS Office
- Customer-oriented
- Skilled multi-tasker
- Exceptional customer service skills

### Experience

January 2013

to

Current

Company Name Flight Manager

- Manage daily operations for 80 to 120 aircraft and strengthen relationships with assigned crew members to ensure a seamless travel experience for the client.
- Responsible for gathering and disseminating timely information to remedy disruptions caused by, but not limited to weather, human error and aircraft abnormalities.
- Provide a timely, professional and educated resource to crew members by thoroughly researching every concern and calmly resolving elevated issues.
- Train, mentor and act as a resource to new team members.
- Collaborated with leadership to create new communication tools for faster and more effective communication between departments.

January 2012

to

January 2013

Company Name Sales Associate

- Responsible for greeting customers and providing an enjoyable shopping experience through excellent customer service, product knowledge and communication.
- Hired as a permanent employee after being hired to seasonal help resulting from high productivity.
- Independently designed store visuals using guidance from corporate standards.

January 2009

to

January 2013

Company Name Front Desk Coordinator

- Responsible for providing customer service, database instruction and fielding phone calls.
- Spearheaded the creation of an interactive advertisement/ exhibit for a school play showcasing students writing and acting talents.

### Education

2013

Kent State University Bachelor of Applied Studies

### Skills

Account Management, conflict resolution, client, excellent customer service, Customer Service, database, instruction, leadership, Logistics, mentor, Negotiation, Project Management, researching, Sales, Self-starter, phone, Time Management