

## PASSENGER SERVICE AGENT

### Career Overview

Customer support professional offering versatile communication skills. Proficiency in sales, problem resolution, ticketing experience and strong client management experience. Positive individual, who readily adapts to change, works superbly independently and with others, is experienced overseeing a team and exceeds expectations. Able to juggle multiple priorities and perform in fast settings without compromising quality of service.

### Core Strengths

- Excellent communication skills.
- Highly skilled in interacting with clients and achieving customer satisfaction as well as product sales.
- Extensive knowledge of current Airport security rules and regulations.
- Highly trained to work autonomously.
- Expert knowledge of Airline softwares like Amadeus, Altea, Gaetan, Oscar and some deltamatic.
- Excellent knowledge of Computers and technology.
- Creative problem solving
- Courteous and professional demeanor
- Energetic work attitude
- Native speaker of Spanish and English, highly proficient in spoken French

### Accomplishments

I have received training and direction from many companies and from many Supervisors that I am able to put to use in everyday situations to achieve a successful experience whether it be a business transaction or a simple encounter.

### Work Experience

Passenger Service Agent 04/2010 to Current Company Name City , State

- I am a lead agent on departure and arrivals of our flights, I am a highly skilled lead agent in flight monitoring as well as an experienced ticket sales agent.
- I take the initiative to handle passengers during flight disruptions, I provide superior customer service assistance, from re-booking to hotel vouchers and the goal is always to retain them as a customer and maintain their positive outlook of our company.
- I come up with ideas to help my team work smoothly together day to day, having an action plan is key.
- I aim to ease the experience of flying for our customers.
- I implement company policy, security requirements, check-in baggage, direct passengers to designated areas, provide necessary information and handle massive crowds.
- I dissolve potential uncomfortable situations for the client and maintain their satisfaction while still abiding by company regulations.
- I handle passengers requiring special assistance (reduced mobility passengers, parents with infants).
- As a senior lead agent I shadow and oversee newly trained agents to their roles, great communication is key.

Assistant Buyer 06/2007 to 12/2009 Company Name City , State

- Handled multifaceted clerical tasks (ex. data entry, filing, records management and billing) as the Assistant to the Apparel Buyer of the chain.
- Coordinated events, monitored the buyer's weekly schedule, made orders and monitored inventory databases and scheduled/ensured the timely delivery of merchandise.
- Oversaw and instructed 2 people to assist me with orders and communicating with the warehouse and directing the vendors through our complex delivery process.
- Noted and resolved errors, assisted with suggestions for store distribution based on sales reports, location and statistics.
- Interacted with our top vendors at special events and maintained clear lines of communication with multiple departments of our company via email/telephone etc.

Sales Associate Supervisor 07/2005 to 06/2007 Company Name City , State

- Trained and directed new personnel to operate the cash registers, scanners, and computers, store re-stocking, floor displays and daily procedures in the stores' fast paced, busy environment.
- Balanced cash registers at the end of each person's shift.
- Courteously greeted clients and interacted with them, explained sales promotions and encourage special purchases.
- Guided cashiers through returns and exchange processes as required.
- Opened and closed the store on weekends to relieve the manager.
- Promoted to corporate office position stated above as Famous Horse Co.

### Educational Background

Associate of Science : Nursing 2013 Queensborough Community College City , State

Studied Nursing Education, Human Resources

Studied Psychology & Sociology; Human Behaviors

Studied Business and Computers

High School Diploma : Business 2007 Jonh Bowne High School City , State

Diploma with merits and regents endorsements

#### Qualifications

Excellent communication skills, Manages and dissolves conflict, Strong organizational skills, Easily adapts to a changing environment, Team player, Clients relations, Can tolerate stress very well, Can contour and transition in any conversation, Strives to maintain quality service levels, Takes criticism and direction well, Positively exudes her presence is a room, Participates well in public speaking, Easily conforms to new regulations and rules, Can communicate professionally with others, Experienced in guiding a team, Motivated to achieve targets set, Appeases the attitude of others positively, Focus on diverse responsibilities