

EMMA JOHNSON

Airline Customer Service Agent

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PROFESSIONAL SUMMARY

With 5 years of dedicated service as an Airline Customer Service Agent, I excel in enhancing passenger experiences through effective communication and problem resolution. Proficient in managing ticketing, baggage claims, and assisting travelers with special needs, I am committed to ensuring a smooth and enjoyable travel journey for every customer.

WORK EXPERIENCE

Airline Customer Service Agent

📅 Jan / 2021-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Monitored passenger flow to optimize boarding efficiency.
2. Provided emergency assistance and first aid when necessary.
3. Coordinated with government and handling agencies to ensure smooth flight operations.
4. Provided timely announcements regarding arrivals, departures, and boarding procedures to optimize passenger experience.
5. Assisted misconnected and rerouted passengers during irregular operations, ensuring minimal disruption.
6. Handled customer complaints swiftly, enhancing satisfaction and loyalty.
7. Utilized computer systems and office equipment for efficient service delivery.

Airline Customer Service Agent

📅 Jan / 2020-Jan / 2021

Lakeside Apparel Co

📍 Chicago, IL

1. Inspected passenger documentation, issued boarding passes, and rescheduled travelers affected by cancellations.
2. Processed ticketing and baggage to ensure compliance with airline policies and regulations.
3. Collaborated with government agencies to facilitate arrivals, departures, and boarding procedures.
4. Communicated vital information to passengers regarding flight changes, boarding procedures, and regulations.
5. Issued travel vouchers to passengers impacted by overbooked or canceled flights.

EDUCATION

Associate of Applied Science in Aviation

📅 Jan / 2019-Jan / 2020

Skyline Community College

📍 Denver, CO

Focused on customer service skills, aviation regulations, and operational procedures.

SKILLS

Safety Procedures

Emergency Response

Data Entry

Scheduling

ACHIEVEMENTS

- 🌟 Achieved a 95% customer satisfaction rating through effective service delivery.
- 🌟 Streamlined baggage handling processes, reducing wait times by 20%.
- 🌟 Implemented a new ticketing system training program that improved team efficiency by 30%.