

# ROBERT SMITH

## Lead Baggage Handler

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To obtain position and expand knowledge in the skilled trades that will enable the opportunity to serve Customers. Utilizing education and experiences to help individuals serve to live better lives.

## EXPERIENCE

### Lead Baggage Handler

#### ABC Corporation - 1998 - 2004

- Shift supervisor for 20 employees on the international ramp support team.
- Responsible for timely loading and unloading of passenger luggage and commercial cargo.
- Consistently exceeded productively, quality, and safety standards which led to serving as a shift supervisor and team lead.
- Created and maintained employee work schedules.
- Ensured material movement was in compliance with FAA safety guidelines.
- Controlled and maintained records of passenger luggage and airline cargo.
- Reconciled discrepancies, compiled information on receipt or disbursement of inventories, organized company inventory in an accurate and efficient manner and controlled all system-related transactions that pertain to inventory.

### Baggage Handler

#### ABC Corporation - 1994 - 1998

- Transfer luggage, trunks, and packages to and from rooms, loading areas, vehicles or transportation terminals, by hand or using baggage carts.
- Greet incoming guests and escort them to their rooms.
- Supply guests or travelers with directions, travel information, and other information such as available services and points of interest.
- Assist physically challenged travelers and other guests with special needs.
- Maintain clean lobbies or entrance areas for travelers or guests.
- Deliver messages and room service orders, and run errands for guests.
- Act as part of the security team at transportation terminals, hotels or similar establishments..

## **EDUCATION**

- Certification - (American InterContinental University)

## **SKILLS**

Customer Service.