

Gate Agent

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

To obtain a position in a company where can maximize organizational and customer service skills, in a challenging environment, thus achieving a high degree of work efficiency.

Skills

Customer Service, Microsoft Office.

Work Experience

Gate Agent

ABC Corporation - February 2015 - April 2016

- Served in both the ticketing and gate areas at the airport.
- Required for the use of computers, agents are responsible for all aspects of the ticketing process sells.
- Required to operate jet ways to place them in position prior to aircraft arrival also placing the jet bridge on the aircraft.
- Responsible for the lifting, opening, closing, and securing aircraft doors.
- Required the use of computers and to assist customers with seat availability, gate announcements with regard to the boarding process.
- Checked and handled baggage, managing and initiating the boarding process.
- Responsible for managing the check-in process ensuring customers have the proper documentation for travel, properly tagging baggage.

Gate Agent

Piedmont Airlines, Inc. - 2012 - 2015

- Provides passenger assistance at the gate areas by issuing tickets, checking baggage and assigning seats.
- Assist passengers with check-in procedures, including tagging baggage and issuing boarding passes.
- Assist customers with special needs.
- Sell tickets processes ticket changes, creates and books reservations.
- Facilitate he passenger-boarding process.
- Ensure FAA, Company and airport regulations are followed.
- Enforce safety/security measures and protects sensitive zones..

Education

High school or equivalent - 2009(Fairmont Heights High School - Capitol Heights, MD)