

ROBERT SMITH

Gate Agent/Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Candidate with proven leadership and organizational skills seeking to apply abilities and experience to a hospitality management, or management supporting role.

CORE COMPETENCIES

Integration, Visual Studio, SAP, Customer Service.

PROFESSIONAL EXPERIENCE

Gate Agent/Representative

DGS Global Service - August 2013 – 2020

Key Deliverables:

- Examined passenger documentation to determine destinations and to assign boarding passes.
- Planned routes, itineraries, and accommodation details, and compute fares and fees, using schedules, rate books, and computers.
- Answered inquiries regarding information such as schedules, accommodations, procedures, and policies.
- Informed and makes announcements to ensure important information is communicated about their itinerary, flights, and luggage.
- Coordinated with an internal resource to ensure passenger information is processed and the flight is dispatched on time.
- Accepted passengers luggage and created and affixes bag labels to ensure proper delivery.
- Traced lost, delayed, or misdirected baggage for customers.

Gate Agent

ABC Corporation - 2009 – 2013

Key Deliverables:

- Assists passengers and checks flight tickets at entrance gate or station when boarding or disembarking airplane of commercial airline Examines passenger tickets to ensure that passengers have correct flight or seat, or directs passengers to correct boarding area, using passenger manifest, seating chart, and flight schedules.
- Verifies names on passenger manifest or separates portions of passengers ticket and stamps or marks ticket or issues boarding pass to authorize passenger to board airplane.
- Directs passengers to air-terminal facilities.
- Opens gate or allows passengers to board airplane.
- Assists elderly, disabled, or young passengers to board or depart from airplane, such as moving passengers in wheelchairs.
- May announce flight information, using public-address system.
- May post flight information on flight board..

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EDUCATION

- Management Information System - (Minneapolis Community & Technical College - Minneapolis, MN)