

ROBERT SMITH

Gate Agent II

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Phone: (0123)-456-789

SUMMARY

Proficient with accounting procedures, enjoy Customers and have other skills to help enhance your company.

SKILLS

Customer Service, Marketing.

WORK EXPERIENCE

Gate Agent II

ABC Corporation - May 2013 – June 2014

- Planned routes, itineraries, and accommodation details, and compute fares and fees for passengers.
- Answered inquiries regarding information such as schedules, accommodations, procedures, and policies.
- Assembled and issued required documentation, such as tickets, travel insurance policies, and itineraries.
- Communicated with each flight crew and communicate with all branches involved including TSA, maintenance, the local tower, and baggage personnel.
- Informed passengers of essential travel information, such as travel times, transportation connections, and medical and visa requirements.
- Provided boarding or disembarking assistance to passengers needing special assistance.
- Checked baggage and cargo and direct passengers to designated locations for loading.

Gate Agent

ABC Corporation - 2009 – 2013

- Monitored flight arrivals and departures.
- Made boarding announcements and posted any schedule changes and cancellations.
- Greeted passengers and scheduled standby passengers on next available flight.
- Tracked online bookings and generated regular reports of flight activity.
- Loaded and unloaded baggage Answered passenger questions and dealt with any complaints.
- Guided passengers to and from gates.
- Ensured the safety of flight crew airport staff and passengers..

SCHOLASTICS

- Bachelor of Science in Art - (University of Northwestern)