

HARPER LEWIS

Gate Agent Supervisor

- (123) 456 7899
- Los Angeles
- www.qwikresume.com





DIY Projects

Crafting

Meditation

Mistory









✓ Integrity







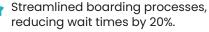


English

Arabic

French

ACHIEVEMENTS



Trained and mentored new gate agents, improving team performance and customer satisfaction.

🔼 PROFESSIONAL SUMMARY

Accomplished Gate Agent Supervisor with 7 years of experience in airport operations, leading teams to deliver outstanding passenger service. Expertise in managing check-in, boarding, and customer relations while ensuring safety and compliance. Proven ability to enhance operational efficiency and foster a collaborative work environment. Ready to drive excellence in a fast-paced airline setting.

WORK EXPERIENCE

Gate Agent Supervisor

Mar / 2020-Ongoing

Thicago, IL

Blue Sky Innovations

- 1. Oversaw all gate operations, ensuring timely and efficient flight schedules.
- 2. Managed check-in processes, enhancing passenger flow and minimizing delays.
- 3. Trained new staff on procedures and customer service standards.
- 4. Addressed and resolved passenger inquiries and complaints effectively.
- 5. Coordinated with pilots, ground crew, and operations staff for seamless operations.
- 6. Maintained safety protocols in compliance with airline regulations.
- 7. Monitored and managed boarding processes to ensure timely departures.

Gate Agent

Mar / 2018-Mar / 2020

Lakeside Apparel Co

Thicago, IL

- 1. Supervised American Eagle flights at LAX, ensuring smooth operations.
- 2. Facilitated communication between pilots, crew, and ground staff to enhance workflow.
- 3. Resolved customer service issues at the gate, maintaining high satisfaction levels.
- 4. Coordinated passenger loading and unloading for inbound and outbound flights.
- 5. Managed valet baggage services, ensuring timely handling.
- 6. Rebooked passengers on canceled or delayed flights, providing alternative solutions.

EDUCATION

Bachelor of Science in Aviation Management

mar / 2016-Mar / 2018

University of Southern California

Thicago, IL

Focused on airport operations and management principles.

