



# HARPER LEWIS

## Gate Agent Supervisor

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS

Interpersonal Skills



Crisis Management



Cultural Awareness



Multitasking



Ticketing Systems



Flight Information



### 🎯 INTERESTS

🔧 DIY Projects    ✂️ Crafting

🧘 Meditation    🏛️ History

### 👊 STRENGTHS

🌿 Humility    💡 Innovation

👁️ Insightfulness    ✅ Integrity

### 🗣️ LANGUAGES



English



Arabic



French

### 🌟 ACHIEVEMENTS

🌟 Streamlined boarding processes, reducing wait times by 20%.

🌟 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

Blue Sky Innovations

📍 Chicago, IL

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

📍 Chicago, 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

📍 Chicago, IL

Focused on airport operations and management principles.