# JACKSON TURNER

## Operations Agent Supervisor

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### **PROFESSIONAL SUMMARY**

Accomplished Operations Agent Supervisor with 5 years of experience in the airline sector, proficient in optimizing operations and enhancing safety protocols. Adept at improving passenger services and fostering teamwork to achieve organizational objectives. Committed to driving efficiency and delivering exceptional customer experiences in highpressure environments.

#### WORK EXPERIENCE

# **Operations Agent Supervisor**

# Apr / 2021-Ongoing

耳 Santa Monica, CA

- 1. Monitored and analyzed flight, fueling, and payload distribution records to optimize passenger and luggage handling.
- 2. Facilitated effective communication between pilots, ground crew, and flight schedulers to ensure operational efficiency.
- 3. Prepared and maintained accurate documentation for flight departures, arrivals, and statistical reports.
- 4. Coordinated with ground crew to ensure timely flight arrivals and manage irregular operations.
- 5. Created dispatch release forms and collected weather reports to ensure safe flight operations.
- 6. Ensured compliance with FAA regulations through meticulous record-keeping and audits.
- 7. Provided guidance to ramp agents on passenger load distribution for optimal safety and efficiency.

# **Operations Agent**

Lakeside Apparel Co

Thicago, IL

- 1. Developed and maintained strong relationships with clients to understand and meet their shipping needs.
- 2. Managed day-to-day operations, ensuring timely dispatch and outstanding customer service.
- 3. Collaborated with team members to enhance service delivery and operational performance.
- 4. Identified and implemented pricing strategies to align with customer requirements and business goals.
- 5. Coordinated with carriers to secure competitive rates and service reliability.
- 6. Conducted regular follow-ups with clients to assess satisfaction and anticipate future needs.

#### **EDUCATION**

## **Bachelor of Science in Aviation Management**

m Apr / 2019-Apr / 2020

**Skyline University** 

Thicago, IL

Focused on aviation operations, safety regulations, and customer service excellence.

## **SKILLS**

Operational Logistics Management

Process Documentation

Database Management

Software Proficiency

#### **ACHIEVEMENTS**

Improved passenger processing time by 20% through streamlined boarding procedures.

Achieved a 95% satisfaction rating in customer service feedback surveys.

Trained and mentored a team of 10 new operations agents, enhancing team performance.