

# MASON WILSON

## Operations Agent

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### PROFESSIONAL SUMMARY

Enthusiastic operations agent with two years of experience in the airline industry, specializing in optimizing passenger services and ensuring compliance with safety protocols. Skilled in managing boarding processes and enhancing operational workflows. Eager to leverage expertise in a collaborative environment to elevate customer satisfaction and drive operational success.

### WORK EXPERIENCE

Operations Agent  
WidgetWorks Inc. Apr / 2024-Ongoing Denver, CO

- Facilitated seamless boarding processes by verifying passenger identities and managing boarding passes.
- Collaborated with gate agents to expedite check-in procedures, improving overall efficiency.
- Ensured compliance with safety regulations and protocols during all operational activities.
- Provided exceptional customer service by addressing inquiries and resolving issues promptly.
- Monitored and managed passenger flow to maintain optimal operational efficiency.
- Trained and mentored new team members on operational best practices and customer service standards.
- Assisted in the development of strategies to enhance service quality and operational performance.

Operations Agent  
Silver Lake Enterprises Apr / 2023-Apr / 2024 Seattle, WA

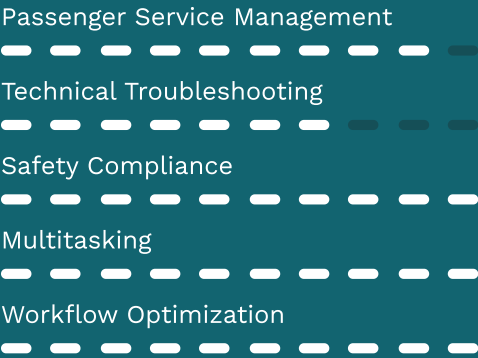
- Managed inbound and outbound transportation functions to ensure timely and cost-effective shipment of goods.
- Analyzed freight movement to identify and implement the most efficient transportation methods.
- Prepared and processed airway bills, ensuring accurate documentation for all shipments.
- Inputted shipment data into operational systems to track logistics and support customer inquiries.
- Coordinated with multiple stakeholders to schedule and route loads effectively.

### EDUCATION

Associate of Applied Science in Aviation Management  
Skyline Community College Apr / 2022-Apr / 2023 Denver, CO

Studied aviation operations, safety protocols, and customer service management.

### SKILLS



### INTERESTS

- Gardening
- Star Gazing
- Theatre
- Cooking

### STRENGTHS



### LANGUAGES



### ACHIEVEMENTS

- Streamlined the check-in process, reducing wait times by 25%.
- Implemented a new boarding procedure that improved on-time departures by 15%.