Robert Smith

Passenger Service Agent (Full-Time)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Microsoft Office.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

PERSONAL STATEMENT

Goal oriented with exceptional social skills, and have great leadership experience. Able to communicate, written and verbally, with diverse groups of people. I have fair knowledge in Windows XP and Microsoft Office, but have the capacity to learn rapidly if needed.

WORK EXPERIENCE

Passenger Service Agent (Full-Time)

ABC Corporation - May 2007 – August 2010

Responsibilities:

- Check-In Checked-In and advised passengers on delayed and/or canceled flights that occurred during operations.
- Assisted passengers who had special needs, unaccompanied minors, and unique passengers on departures and arrivals.
- Solved issues that arose with passengers such as seating concerns, baggage matters, and upgrade requests.
- Virgin Atlantic Clubhouse Advanced to Clubhouse host for Upper Class and Gold Card Members, we seated families together, made limousine arrangements, and updated passengers requests within Virgin Atlantic database.
- Flight Manifest Unit/Administration Promoted to the Flight Manifest Unit which we filed all the necessary paperwork and reviewed work completed by my colleagues to confirm accuracy before closing the flight.
- Inputted figures into excel to keep track of all passengers incoming and outgoing, all crew members, meals, requests made, and any form of disruptions that occurred.
- Made calls to all involved in the operation such as fueling, catering, engineering, cargo handlers, flight attendants, and Captains to ensure all goes as planned.

Passenger Service Agent

Royal Air Maroc - 2004 – 2007

Responsibilities:

- 20166 Salary $11/hour, 25 hours/week Supervisor Requla Munz, regula.munz@swissport.com, may be contacted Checking passenger tickets, passports and other documents at the ticket or gate counter, using Amadeus Altea Departure Control also Max Check in systems.
- Assisted passengers on arriving domestic and international flights.
- Checked-in passenger baggage.
- Rescheduled passengers with flight interruptions.
- Assisted unaccompanied minors (UMs).
- Assisted passengers with absent baggage.
- Recognized by Saudi Airlines as the Employee of the Year.

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Education

B. S. - (Florida International University, Chaplin School of Hospitality & Tourism Management)

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