

ROBERT SMITH

Ramp Agent/Customer Service

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An energetic Ramp Agent/Customer Service with strong communication skills, high emotional intelligence, excellent organizational, analytical, extremely empathetic and creative skills with an extremely in-depth knowledge of customer service. Proven ability to handle a diverse customer base, resolve problems and process transactions quickly and accurately ensuring increased productivity and efficiency. Seeking to obtain a challenging position that allows me to utilize and improve my knowledge, skills, and experience in a professional environment.

EXPERIENCE

Ramp Agent/Customer Service

ABC Corporation - SEPTEMBER 2016 - PRESENT

- Working in the bin of different aircraft to load and unload cargo, animals, human remains, and customers luggage.
- Using the correct staging procedure when loading containers unto an aircraft to prevent it from tail tipping.
- Safely operating different vehicles, or machinery needed to complete the load/unload process.
- Following proper aircraft arrival/dispatch procedures, such as the placement or removal of chocks and pylons.
- Ensuring that all company procedures and federal aviation regulations were adhered to.
- Loading and offloading luggage and cargo with the use of conveyor belts or forklifts.
- Implementing airfield safety procedures to ensure a safe operating environment for personnel and aircraft operation.

Ramp Agent/Operations Agent

ABC Corporation - AUGUST 2012 - SEPTEMBER 2016

- Cleaned and serviced cabin interiors, including seatback pockets, seat cushions, tray tables, overhead bins, cockpit, galley, and the lavatory which also include following procedures to properly drain the lavatory
- De-iced aircraft which required using equipment to apply chemicals/compounds.
- Answered inquiries regarding general travel information.
- Prepared itineraries, computed fares, issued refunds, prepared/issued tickets, checked baggage and collected excess baggage charges.
- Performed duties in the departure lounges or at boarding gates when enplaning and deplaning passengers.
- Escorted passengers from the terminal to and from aircraft ensuring a safe path at all times.
- Coordinated with ramp agents to verify that all baggage was placed on the correct outgoing flight.




EDUCATION

- High School Diploma - June 2009(West Philadelphia High School - Philadelphia, PA)Then - (Delaware University)

SKILLS

Complex Problem Solving, Operation And Control, Equipment Maintenance, Trouble Shooting And Learning Strategies