

Robert Smith

Station Agent/Consultant

CONTACT DETAILS

1737 Marshville Road,
Alabama
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PERSONAL STATEMENT

Motivated, personable Shuttle Driver/Supervisor with the ability to be diplomatic and tactful with professionals and non-professionals at all levels. Superb customer service skill, well organized, punctual and trustworthy. Sensitive to the needs of Customers, Medical Center professional and non-professional Staff. Demonstrated history of good work ethics and positive attitude. Flexible and versatile - able to maintain a sense of humor under pressure.

SKILLS

I know how to repair a air conditioning and heater and I have the license to do it.

WORK EXPERIENCE

Station Agent/Consultant

ABC Corporation - November 2002 - July 2009

Responsibilities:

- Reviewing passenger travel authorizations for verification.
- Checked in passengers and escorts to and from aircraft.
- Ensured the convenient and organized flow of progress from the ground to the terminal to aircraft boarding.
- Provided aid to ill or injured passengers and obtained medical assistance.
- Informed relatives of the passengers on the whereabouts and condition as authorized; assisted elderly persons and unaccompanied children in claiming personal belongings and baggage.
- Accompanied foreign travelers and individuals without visas; arranged for air commuter and ground transportation services as requested.
- Provided information on schedules, routes, movement requirements, baggage limitations, and facilities for passengers.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Station Agent

Envoy - 1998 - 2002

Responsibilities:

- My job duties for Envoy Air are as follows Assist travelers at the ticket counter with luggage, check-ins and flight reservations/rebookings.
- Next perform security walks for debris on the aircraft landing zone and make sure that there are markers are in place for the arriving aircraft so that once we marshall in the aircraft the to the landing zone there is no chance of damage to the aircraft due to fallen debris.
- Next I hook up the Ground Power Unit to give the aircraft power so that the pilot can shut down the main engine.
- After that happens I unload the aircraft via the cargo bin getting the passengers valet bags first then the checked bags second to the conveyer belt.
- lastly a security search is done and then the plane is cleaned and prepared fir the next day of travel and all paper work is filed notating who did what for each job function that night.
- Completed the proper training classes to have the knowledge base skills to operate as an effective station agent.
- Skills Used customer service, computer skills such as spread sheets and

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

outlook..

Education

Arts and science - (Syracuse University - Syracuse, NY)