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Customer-focused professional with over 13 years' experience in facilitating airline ground operations at regional and international airports. Accomplished in enhancing airline operations through process improvement, internal audits, and staff development. History of success in de-escalating customer issues, enhancing customer experiences and satisfaction, and uniting teams to deliver exceptional service. Looking to take next career step in customer service and leadership with a private chartered flight company committed to elevating customer travel experiences.

Core Qualifications

- Operations Management
- Customer Service
- Conflict Resolution and De-escalation
- FAA Regulations
- Process Improvement
- Team Leadership

Professional Experience

TEAM LEAD (7/2012 – CURRENT) US AIRWAYS

4/1/2011 - Current
CHICAGO, IL

- Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.
- Address and resolve escalated customer concerns, and assist agents to resolve complex issues.
- Communicate changes in company rules and procedures, and mentor staff to improve performance and efficiency.
- Secure gates by communicating with aircraft and relaying messages to ramp and ticket counter.

CUSTOMER SERVICE REPRESENTATIVE

4/1/2011 - Current

- Field incoming calls, greet customers, answer travel inquiries, tag and handle baggage and collect baggage fees at gate, secure flights, process reservations, and monitored cabin availability.
- Assist misconnected and rerouted passengers during irregular operations; issue travel and hotel vouchers to displaced passengers on overbooked or canceled flights.
- Coordinate and conduct internal audits to assess compliance with standard operating procedures, employee standards, and FAA and airport requirements.
- Maintain Regional Flight Information (FLIFO) portal, gate manager, and gate displays.

CUSTOMER SERVICE REPRESENTATIVE SOUTHWEST AIRLINES

1/1/2008 - 3/1/2011
ALBUQUERQUE, NM

- Checked-in passengers for domestic and international travel using computerized systems; verified documentation for international and domestic flights.
- Processed tickets, checked baggage and monitored carry-on baggage for size and quantity, collected checked baggage fees at gate, and assigned seats.
- Announced and provided information on arrival and departure times, boarding procedures, gate changes, and carry-on regulations.
- Assisted customers with special needs and quickly addressed and resolved customer complaints.
- Reinforced compliance with FAA, Southwest Airlines, and airport regulations.

CUSTOMER SERVICE REPRESENTATIVE UNITED AIRLINES

2/1/2002 - 12/1/2007
NEW YORK, NY

- Greeted and assisted all customers, including providing help with check-in, tagging luggage, ticketing changes, re-booking, and special service requests.

- Boarded and deplaned flights, and escorted passengers, including disabled passengers and unaccompanied minors, from aircraft.
- Provided accurate gate, flight arrival and departure information, and answered general inquiries.

Education

Bachelor of Science: Business, New York University, New York, NY - 1998

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