

Passenger Service Agent

Summary

Organized and motivated Operations Specialist with a passion for business management, operations and human resources. Driven, ambitious, and dedicated to managing the flow of the workplace as well as optimizing day to day activities. Over 10 years of experience in the travel and tourism industry. Goal-driven leader, change manager and strategic problem solver.

Skills

- Data analysis
- Benefits administration
- Conflict Resolution and Problem solving
- Performance management
- Training and Onboarding
- Skilled with Microsoft Office Suite (Word, Excel, PowerPoint)
- Detail Oriented
- Verbal and Written Communication
- Team Collaboration and Leadership
- Decision Making and Time management
- Employee Relations
- Networking and Partnership Development
- Documentation and Recordkeeping

Experience

12/2015 - Current

Passenger Service Agent, Envoy Airlines, Miami, FL

- Greeted passengers and provided boarding instructions.
- Processed reservations and issued travel and hotel vouchers.
- Delivered exceptional service to every customer through active engagement, effective listening and well-developed interpersonal skills.
- Processed various forms of payment and applied travel vouchers to help customers obtain tickets.
- Determine flight close-out time, prepare, complete, and check various flight forms for accuracy
- Trained and guided team members to offer every passenger top-notch service and support.
- Oversaw employee work schedules and delegated daily assignments.

12/2015 - Current

Staff Admin- Training Coordinator, Envoy Airlines, Miami, FL

- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.
- Developed and maintained training materials and benefits packets for new hires.
- Keep track of lesson completion and assignments via Learning Hub Portal
- Responsible for employee engagement as well as recognitions, Birthdays, and Employee of the Month, Town-hall, and Safety meetings

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