**Michael Holding**   
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**Objective**

I am seeking the position of an Airline Customer Service Agent in a reputed airline company where I could shoulder the job responsibilities in the professional environment and attain self-growth as well

**Summary of Qualifications**

•Willingness and ability to shoulder any relevant job responsibility  
•Profound knowledge of the integral airline processes and procedures  
•Proven ability to handle all the airline ticketing and reservation procedures  
•Commendable proficiency in operating relevant Microsoft Office tools and web-based applications  
•Proven efficiency in handling stressful situations and complicated airline practices  
•Quick and accurate comprehension and interpretation of the office documents and ability to handle daily correspondence competently  
•Capability to work for longer durations with equal efficiency  
•Exemplary written and oral communication skills  
•Commitment towards prompt and courteous customer service and utmost customer satisfaction  
•Excellent typing and data entry skills  
•Physical and mental fitness

**Professional Experience**

Apex Aviation, Arvin, California, USA  
**Airline Customer Service Agent**, March 2013- Present

•Greeting and assisting airline customers in a polite and courteous manner  
•Checking in passengers at the airport and assisting them in the ticketing and reservation procedure  
•In exceptional cases, helping passengers rebook the itineraries and get boarding passes  
•Ushering passengers to the aircraft  
•Answering the client queries about the arrival and departure timings of the flights  
•Monitoring food and water supply for the flight passengers and crew members  
•Assisting staff members for smooth and safe operations matching the standards set by the company  
•Making announcements for passenger information

A1 Airlines, Arvin, California, USA

**Airline Customer Service Agent**, February 2012- February 2013  
  
•Ensuring the proper lining up of the aircrafts in and out of the ramp  
•Supervising the maintenance of the aircrafts as well as the ramp area  
•Instructing the junior for loading and unloading of baggage and other materials  
•Escorting passengers to their desired flights with special attention towards old and handicapped passengers

**Education**:

Associate Degree in Public Relations, Arvin City College, Arvin, California, 2012