

## **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