
Airline Passenger Service Agent Resume

Job Objective

Looking for an opportunity to secure an Airline Passenger Service Agent position with reputable firm in which to enhance my career and help company meet goals.

Highlights of Qualifications:

- Extensive experience of delivering customer support services to airline passengers
 - In-depth knowledge of airline industry practices and ticket counter activities
 - Operational knowledge of reservation/ticketing system, jet way, and ground-to-air radio
 - Familiarity with government laws, airport rules, and departmental SOPs
 - Ability to assist passengers with arrival and departure related procedures
 - Ability to maintain cooperative relationships with flight crew and ground staff
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Professional Experience:

Airline Passenger Service Agent
Swissport International Ltd., San Francisco, CA
August 2012 – Present

Responsibilities:

- Examined and verified flight ticket and related documentation provided by the passengers.
- Checked and issued correct boarding passes to the passengers at the ticket counter.
- Inspected, tagged, and handled the baggage of all passengers, efficiently.
- Used airport's PA system and made flight related announcements for passengers.
- Received and addressed flight and service related queries and complaints of customers, effectively.
- Worked with ground staff and assisted in moving jet ways and strollers.

Airline Passenger Service Agent
Hallmark Aviation Services, DFW Airport, TX
May 2009 – July 2012

Responsibilities:

- Performed check-in and check-out of passengers and verified their tickets and required documents.
 - Checked, tagged, and moved customers' baggage to designated baggage area, properly.
 - Made announcements regarding flight arrival and departure and answered other relevant customers' inquiries.
 - Interpreted and adhered to airport policies and procedural guidelines, as applicable.
 - Operated computerized Reservations System and used electronic Gate Readers.
 - Developed and maintained cordial relationship with airline personnel and ground staff.
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Education:

Bachelor's Degree in Aviation Administration
Kettering University, Flint, MI

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