
Airport Customer Service Agent Resume

Job Objective

Seeking a position as Airport Customer Service Agent where I can utilize my knowledge and experience for the development of the organization.

Work Experience:

Airport Customer Service Agent, May 2004 – Present
AirTran Airways, Nedrow, NY

- Boosted freight traffic for employer through sales calls and the development of business in the local Communities.
- Maintained existing accounts and ensured proper record keeping.
- Generated new leads and responded to leads from Customer Service and Cargo Agents, Station Agents and publication resources.
- Participated in trade shows, conferences and conventions.
- Identified and attended customers by name.
- Verified rental agreement and reservation.

Airport Customer Service Agent, March 2002– April 2004
Sheraton National Hotel Arlington, Nedrow, NY

- Answered customer questions and provided assistance based on each customer's needs and requests by brand in a friendly, helpful and prompt manner.
 - Ensured a pleasant, smooth and efficient handling of the rental for each customer by assisting in the exchange and return vehicle process.
 - Prepared Rental Agreement Folder with all required information.
 - Provided all customers assistance with directions, maps, local area information and appropriate service information.
 - Maintained appearance of rental counters and customer areas to present a neat, orderly and safe condition.
 - Assisted customers within the queue to minimize any wait time and provided the most efficient service possible.
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Summary of Qualifications:

- Amazing ability to boost freight traffic for employer
 - Strong communication and customer service skills
 - Remarkable ability to travel overnight to remote destinations
 - Ability to read and understand weather reports, flight releases and flight plans
 - Familiarity with computers and ability to type 25 words per minute
 - Ability to work any available schedule to include nights, weekends, holidays, and overtime
 - Willingness to perform repetitive tasks and ability to lift up to 70 lbs
 - Strong ability to listen and respond effectively to repetitive questions
 - Exceptional organizational and time management skills
 - Proficiency in Microsoft Office (Outlook, Excel and Word)
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Education:

Associate Degree in Travel and Tourism, Central Florida Community College, Ocala, FL

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