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## Passenger Service Agent Resume

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### Job Objective

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Seeking a position as Passenger Service Agent where I can utilize my knowledge and experience in reputed organization.

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### Work Experience:

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Passenger Service Agent, May 2004 – Present  
Swissport USA, Inc., Madison, FL

- Verified passenger departure documentation.
- Greeted check-in passengers and checked their baggage.
- Assisted passengers with misplaced baggage.
- Assisted unaccompanied minors and reschedule passengers with flight interruptions.
- Assisted passengers on arriving through international flights.
- Ensured to check documentation for all international departures and adhered to comply with all security requirements.

Passenger Service Agent, March 2002– April 2004  
Air Wisconsin, Madison, FL

- Provided check-in and gate services to various airlines based on their requirements.
  - Facilitated in designating seat assignments.
  - Administered matching manifest to on-board count.
  - Maintained current knowledge of all flight times during shift.
  - Maintained contact with airlines and client representatives.
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### Summary of Qualifications:

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- Remarkable airline and hospitality customer service experience
  - Ability to interpret weather reports and flight schedules
  - Amazing ability to work under stressful circumstances
  - Proficient with Carrier specific reservation and ticketing software
  - Familiarity with Ticket and baggage tag printing equipments and weighing passenger baggage
  - Profound ability to fluently speak, read, write in English and Spanish
  - Excellent time management and prioritizing skills
  - Strong verbal and oral communication skills
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### Education:

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Bachelor's Degree in Trade & International Transport Logistics, University of North Texas, Texas, TX

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