

## PASSENGER SERVICE CONCOURSE MANAGER

### Summary

A dedicated and enthusiastic leader, able to motivate employees to perform at their best in providing excellent service and developing ongoing profitable client relationships. Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

### Skills

Strategic planning

Team building

Personable

Client relationships

Dedicated

Microsoft word

Flexible

Word processing

Relationship building

Spreadsheet

Decision Making

Microsoft excel

Time Management

Microsoft programs

Conflict Resolution

Scheduling

Adaptability

Ability to Work Under Pressure

Creativity

Ability to work on a team

### Accomplishments

- Promoted 2 times within the last 5 years.
- Diverse skill set in managing employees and customers throughout many areas of the aviation business
- Proven ability to manage most complex concourses throughout the Atlanta airport
- Established a trustworthy relationship among the clients on multiple concourses.

### Experience

12/2013 to Current

Passenger Service Concourse Manager Company Name i¼ City , State

- Maintain the appearance of equipment utilized throughout the day
- Managing daily operation while driving safety policies
- Directly responsible for overseeing 8 to 24 zone leaders
- Communicated, trained and pushed operational changes as directed
- Maintained healthy working environment while working in busy atmosphere
- Maintained and provided daily schedule to dispatchers and senior leaders
- Attended Delta shift briefing regularly in effort to communicate expectations for the day and address any possible concern raised by Delta staff
- Addressed overall concourse operation concerns
- Fulfill customer request regularly, in a timely manner
- Provide daily huddle and direction to staff in preparation for daily operation
- Coach and counsel employees
- Recognize employees
- Diffuse situations
- Challenge delays
- Maintain effective operational performance
- Revamp processes when necessary
- Provide leadership to employees daily
- Provide hands on team work
- Focus-drive on dress code policy and employee professionalism

- Communicate daily with Client, management and key positioned employees involved in the daily operation
- Drive customer satisfaction results

09/2012 to 11/2013

Cabin Service Manager Company Name 1/4 City , State

- Managed 10 to 14 team of 3 man employees
- Managed up to 35 team leaders directly
- Responsible for building 7 day schedule for employees
- Responsible for coaching, counseling and documenting employees
- Managed an entire concourse from the ramp
- Communicated and managed dispatcher
- Responsible for providing dispatcher with staff in effort to turn aircraft during day time turn operation
- Responsible for managing processes regarding CBP
- Responsible for controlling operation failures
- Pushed safety policies regularly
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09/2010 to 09/2013

Cabin Service Supervisor Company Name 1/4 City , State

- Assistant manager in scheduling employees
- Execute directives provided leadership
- Support team leaders with assistant on aircraft as needed
- Continuously provide safety patrol on the ramp and concourse daily
- Held briefing to communicate information passed down by management
- Train employees to become team leaders and service aircraft

04/2007 to 03/2009

Cabin Service Supervisor Company Name 1/4 City , State

- Maintain the appearance of equipment utilized in operations
- Assistant manager in scheduling employees
- Execute directives provided leadership
- Support team leaders with assistant on aircraft as needed
- Continuously provide safety patrol on the ramp and concourse daily
- Held briefing to communicate information passed down by management
- Train employees to become team leaders and service aircraft

Education and Training

2003

High School Diploma : Academics College Park High 1/4 City , State , USA Academics

Technical Skills

9 months (2014) experience in CBP seal process/Admin office work

- Compiling information for applications
- Typing and submitting applications to CBP
- Managing approved and rejected applicants
- Handled weekly meeting with CBP-provided updated based of meeting to management
- Maintained Red/Black seal count and list
- Provided weekly seal list to HR and management
- Directing employees when coming in office for assistance
- Professionally handling calls-directing callers
- Assisting senior managers with office needs such as copying, computer input, uniform issuing and sorting