

Daniel Gonzalez

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Skills

- React, Django, Laravel, Express js, Figma
- Proficient in MS Excel, Word, Power Point and Adobe Acrobat
- Time Management
- Excellent customer relationship
- Fluent in English and Spanish
- Detail-oriented

Work Experience and Related Tasks

Delta Airlines – Eulen America (April 2018 - Present)

MIA Airport

Lead Bag-room Agent

- Advising coworkers on priority of flights according to schedule and volume of bags
- Tracking flights and bags using special software (Nexus)
- Re-routing process, including re-tagging, of bags according to customer needs
- Ensuring correct handling of bags according to TSA national and international regulations
- Overseeing baggage operation while adhering to company safety procedures.
- Confirming connection bags transfer
- General knowledge of MIA airport's operation
- Maintaining daily reports of baggage metrics

The Ritz-Carlton (July 2013 – December 2017)

Restaurant Crew Member

- Maximize customer satisfaction quickly addressing customer requests
- Input customer order in the system so it can be processed
- Ordering with vendors restaurant goods for restocking inventory

- Keeping inventory room organized

Education

Computer Programmer Technician - Information Technology School – Havana, Cuba (2009 - 2012)