

# James Dobbs

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## Objective

To obtain a position utilizing knowledge and experience while seeking an opportunity for growth and advancement.

## Key Qualifications

- Hard working, Up to the challenge, fast learner, Teamwork, Work under pressure, Self-Motivated, Problem-solving, Multitasker, Quick thinker, Respectful, Fair, Computer Skills/knowledge, Flexible Schedule.

## Work Experience

### Brussels Airlines

Nov 2018-Nov 2019

Deputy Station Manager

- Main point of contact for Eurowings Airlines at JFK and EWR airports.
- Quality check on flights
- In charge of Station Security Response Plan(SERP)
- Lead conference call and meetings.
- Enforce safety, security, customer service.
- Maintain good flight performance.

### Passenger Service Account Supervisor

June 2016-Nov 2018

Swissport USA Inc.

- Account supervisor for Royal Jordanian Airlines at JFK Terminal 8.
- Schedule Employees, Manage Times and Hours.
- Supervise Arrivals team, Briefing announcement. Train new agents.
- Handle problems that passengers/agents are having, Edit flight to make sure families and groups are sitting next to each other.
- Send out load control information. Create general declaration sheet, Ticketing, Sales report, Reissuing, Selling tickets, Taking payments, Rebooking.

## Education

Christ the King Regional High School  
Kingsborough Community College

Diploma  
AA Degree

## References

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