

Personal statement

A conscientious and professional person who possesses vast working experience in aviation and customer service, with extremely high standards and eye for details, devoted to organising the highest standards of service, currently seeks a position that will make use of acquired skills with and opportunity for growth. A highly methodical and efficient individual, whose thorough and precise approach to work has yielded excellent results, especially in leading teams to deliver efficient airport operations and a high level of customer service. Currently relocated back to London, would like an opportunity to prove my skills.

Employment History

Sea Porto Hotel 4* - Front Office Receptionist / Night Audit

(December 2018 – September 2019) Porto, Portugal

- Monitors and coordinates individual and group reservations with the Sales Department and Revenue Manager;
- Executes all administrative tasks to the highest quality standards;
- Ensure timely and accurate customer service;
- Troubleshoot emergencies;
- Update calendars and schedule meetings;
- Check daily hotel booking figures, Online sales (*SiteMinder*) and documents for accuracy;
- Audit statistical, financial, accounting, Audit and reconcile all revenue postings.

Air Horizont - Airline Supervisor

(April 2018 – October 2018) Porto, Portugal

- Leading all aspects of the airline ground station;
- Monitor Handling operations services, coordinating flight operations / dispatch, crew members, sales and reservations, passenger, ramp, catering and other services;
- Act as the controller and manager of the assistance to Passengers in disruption situations such as delays, diversion's, cancelations, overbooking and others according to EU regulations;
- Establishing a customer-focused environment where the priority of each employee is excellent customer service;
- Measures the KPI's against the actual performance, reporting the results to Ground Operation's team on weekly basis;
- Actively involved in the day to day operations.

Laminar - Web Developer – Internship

(October 2017 – December 2017) Porto, Portugal

- Redesigning website using HTML5, CSS3, JavaScript, Bootstrap, AngularJS and PHP;
- Improving performance and accessibility;
- Lower the maintenance effort later on;

Sky Handling Partner - Flight and Traffic Coordinator, Load Planner, Operations Controller

(November 2014 – November 2016) London, UK

- Responsible for overseeing and co-ordinating the safe unloading/loading of the aircraft;
- Supervision, assistance with passenger services and passengers being directed to and from the aircraft in a safe manner;
- Weight and balance of aircraft, to include the loading instruction to ramp staff;
- Co-ordinating & recording the safe and timely delivery of all services to the aircraft including: Catering, Fuelling, Engineering, Cleaners, Toilet/Water servicing, Crew Transport and ground equipment;
- Responsible for the safe co-ordination of the pushback/start-up procedure on departure of the aircraft;
- Responsible for the timely sending of all movement messages following the aircrafts departure;
- LUFTHANSA OPS - Basic Aircraft Handling Ramp - Narrow Body and LH Regional Aircraft Certificate, issued by Lufthansa at Seeheim on December 2015.

Air Transat / Swissport - Traffic Agent (Supervisor)

(November 2010 – October 2014) Porto, Portugal

- Provide logistical coordination and services for FBO Corporate Aircraft, Charter, Military and Head of State Aircrafts;
- Ensuring that productivity and performance criteria are met in the designated areas of responsibility including fulfilling regular performance and quality assessment reports;
- Making recommendations on all aspects of company ground handling operations whilst seeking to identify opportunities and improve performance and productivity;
- Diary management, typing documents, making weekly/monthly reports;
- Supervise the check-in/ticketing/gate operations of all assigned flights;
- Managing incoming requests for Executive Flights/Private Aircraft Operations;
- Oversaw the daily ramp operations and provided leadership and support to all front-line staffing;
- Worked with corporate management to maximize operational performance in areas of on-time performance;
- Maintained a high level of customer service.

Education

Instituto Superior Politécnico Gaya/Porto – Tourism Degree

(September 2006 – November 2010) Porto, Portugal

A-levels:

- Marketing
- Tourism Legislation and regulations
- Preparation of Business Plans
- Management of Human Resources

CESAE, Porto – Web & Mobile Developer

(June 2017 – December 2017) Porto, Portugal

A-levels:

- Front End Web development – HTML5, CSS3, JavaScript, jQuery
- Back End – Python, PHP, MySQL
- Multi-Platform Mobile Application Development - Cordova, Ionic, Node.js, AngularJS
- Mobile Development Frameworks with Xamarin / C# using Visual Studio
- CMS – Drupal, WordPress
- Mobile Native Language – Java using Android Studio.
- Development of Client / Server WEB Applications in PHP and MySQL

Wyższa Szkoła Hotelarstwa i Gastronomii w Poznaniu/Poznan - Erasmus

(September 2009 – July 2010) Poznan, Poland

Main Subjects:

- Management – A
- Tourist Market Analysis – B
- Tourism Consultancy – A
- Economics of Tourism and Recreation – B

Key Skills

- Proactive person who is able to work effectively under my own influence and stressful conditions;
- Excellent communication skills, both written and verbal;
- Self-motivated, efficient with high attention to details;
- Problem-solving attitude and skills;
- Flexible in assignments;
- Good eye for design;
- Honest, dependable, reliable.

Language

Fluent in English and Spanish, native Portuguese.