**Sonia Lopez, Phone: 0857258604**

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**Drumcondra,**

**Dublin**

**Professional Profile**

**A highly experienced, skilled & professional individual. I have extensive experience in administration support and customer service environments, having worked with Central Bank of Ireland, Aer Lingus, Ryanair, Swissport and Tesco to name a few. An excellent team player who takes personal responsibility for my work, while supporting others. Highly organised and an excellent multitasker. I am very flexible and work extremely well under pressure. I have excellent communication skills and have no difficulty in leading or managing people regardless of the nature of the task. I am currently contracted through Aramark Facilities Management in the Central Bank Of Ireland & would love the opportunity to become a permanent member of staff in a new & challenging position.**

**Key Skills & Training**

* Personal integrity and leadership skills
* Excellent administration skills
* Great passion for customer service – ensuring a memorable experience to all
* Excellent leadership, communications, interpersonal and relationship management skills
* Training & motivating a team – taking the time to improve the collective abilities & skills of a team
* Analytical thinker with excellent problem-solving skills
* Multi-Tasking – dealing with several operations at once
* Time management – ability to lead a team and deliver excellent service & customer experience
* Works with a professional & friendly manner

**Professional Experience:**

**Dates Employed: January 2022 - Present**

**Employer: Central Bank of Ireland (Aramark)**

**Role: Facilities Coordinator Planner**

* **Assist the Facilities Manager in all the aspects of contract implementation**
* **Support with external contractors**
* **Coordinate all Facilities activities**
* **Real time monitoring**
* **Set up, maintain and organise department’s files, filing, messages**
* **Raise Purchase Order for goods and services as requires**

**Dates Employed: May 2019 – December 2021**

**Employer: Central Bank of Ireland (Aramark)**

**Role: Facilities Administrator**

* Contracted in BOI through Aramark Facilities Management Company
* Support and assist the Facilities Manager and the facilities team in all office procedures and other tasks as assigned by the Facilities Manager
* Support and assist the Bank Management team with general reception and administration duties, as required
* Stationary orders & stock control - updates, replacements, refunds, quotations, invoices
* Manage all enquiries according to company procedures in the set timeline, reporting the issues or queries to the relevant individual or division, transfer internal and external calls to the relevant divisions
* Raise PO’s and coordinate invoices
* Contractors update list
* Personnel / HR administration - Joiners, Leavers, Movers, update the full information on the system
* Reception Cover - Greeting the guests on arrival, contact the host, arrange transport, organize couriers, lost and found items
* Tellers: Exchange of high value banknotes, old Irish notes, and old Irish coins
* Health and Safety: Organize first aid bags, stock the supplies needed, Fire Marshall and CPR training
* Adhering to all BOI procedures, security & GDPR
* Maintain confidentiality in all aspects of client, customer, and staff information

**Dates Employed: February 2019 – May 2019**

**Employer: Ryanair, Dublin**

**Role: Reservations Agent**

* Take calls and answer questions about airline regulations, help customers make travel plans, and work to resolve problems
* Re – route passengers affected by flight cancelation, delayed flights
* Book special assistance for passengers, assist with coordinating the availability of services should assistance be needed
* Offer exceptional customer service – first point of contact for customers when booking flights
* Selling add-on travel products, such as travel insurance, luggage, upgraded seats or priority boarding
* Following all company procedures
* Administration duties (outlook, excess, word)
* System used: Navitaire (Amadeus)

**Dates Employed: November 2017 – February 2019**

**Employer: Car Trawler, Dundrum, Dublin**

**Role: Customer Care Advisor**

* Handling customers’ queries and providing accurate responses in an efficient and helpful manner
* Offer exceptional customer service – first point of contact for customers
* Responding professionally to inbound calls & emails
* Online chat platform – coordinating incoming queries in line with company policy, documenting all details and steps taken to resolve queries
* Appropriately researching and investigating cases, to determine how best to resolve issues in line with customer service policies
* Proactively providing customers with expert advice to educate them on the offered products & matching product benefits with customer needs
* Managing numerous coordinated tasks, maintaining, and promoting a positive attitude while meeting & exceeding goals
* Meet & exceed SLA’s and performance targets
* Documenting information captured through customer contacts to support product and service improvements, marketing campaigns, quality improvements and communicating all relevant customer feedback to team leaders to facilitate ongoing improvement
* Systems used: Salesforce, Kois, Arthur, Chat, phone, email

**Dates Employed: July 2017 – November 2017**

**Employer: Aerlingus, Dublin Airport**

**Role: Guest Service Agent**

* Provide a friendly & welcoming service at Check in - first airline representative that passengers make contact with when arriving at the airport
* Verifying passenger’s identification and printing boarding passes
* Luggage - identify which pieces need to be checked in, which can be taken aboard the plane and which will require an additional payment because of weight or because the passenger has exceeded the number of bags allowed by the airline
* Resolve customer complaints in a friendly & efficient manner
* Adhere to all Health and Safety procedures
* System used: Astra

**Dates Employed: March 2014 – July 2017**

**Employer: Swissport, Dublin Airport**

**Role: Passenger Service Agent**

* Passenger Service Agent for Us Airways, American Airlines, United Airlines, Iberia
* Reschedule passenger that have been affected by interrupted flights, delays & cancelations
* Inspect and verify passenger documentation
* Time keeping for passenger check in & boarding, ensuring that flights are ready for their scheduled departure time
* Resolve any issues that occur
* Gate Agent: Assist passengers with boarding the airplane at the boarding gate, checking passports, scanning boarding passes.
* This may also include reassigning seats, processing first-class upgrade standby lists for the airline's loyalty program members, and even selling some last-minute upgrades to customers who decide they want to sit in a premium cabin
* Make public address announcements as required
* Security duties before and during all the check in & boarding process
* Assist passengers with self-service check-in kiosks
* Systems used: Sabre, Shares, Aero, Resiber

**Dates Employed: June 2013 – March 2014**

**Employer: Priority Medical Clinic, Dundrum, Dublin**

**Role: Secretary/Administration**

* Greeting patients and managing the smooth running of the desk
* Reception and administration management
* Ensure Prescriptions are ready for the patients

**Dates Employed: June 2012 – May 2013**

**Employer: Archview Physiotherapy Clinic, Dublin**

**Role: Secretary/Administration**

* Meet and Greet clients
* Appointment scheduling
* Payroll
* Reception and administration management
* ECDL package
* E-mail and other type of correspondence

**Dates Employed: June 2004 – March 2011**

**Employer:** Tesco Ireland, Rathmines, Dublin

**Role: Supervisor / Customer Services**

* Supervised the cash at the opening and closing times, money procedures
* Managed staff& all floor operations
* Customer services, dealt with complaints, refunds, enquiries both over the telephone and face to face
* Adhered to all Health & Safely guidelines

**Education & Training:**

* **Airline Customer Service Course,** ATRS, Dublin May 2013
* **Medical Secretary Traineeship**, FAS Training Centre, Tallaght, September 2011 – May 2012
* **FETAC Level 5 Clerical Skills**, FAS Training Centre, Baldoyle, June 2011 - July 2011
* **Diploma in Conference & Exhibition Hostess**, Air Salamanca, Spain, November 2001 – April 2002
* **Diploma as Flight Attendant**, Air Salamanca, Spain, October 1999 – February 2000

**References available upon request.**