Amy Interiano

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# SKILL HIGHLIGHTS

* Excellent customer service experience
* Quick to learn and adapt to new and challenging situations
* Professional, organized, and detail oriented
* Able to multi­task and prioritize during stressful operations
* Strong computer skills, proficient in Microsoft Word, Excel, PowerPoint, SharePoint
* Typing speed is 55 WPM
* Conversational Spanish

# WORK EXPERIENCE

City and County of San Francisco, San Francisco, CA March 2019-Present

Community Police Service Aide, Traffic Division, SFO

* Direct traffic and issue citations for parking violations at SFO
* Verify all persons entering the Airport Operations Area have valid airport identification and search all vehicles
* Provide customer service by answering question and giving directions to passengers within the airport terminals
* Communicate with airport dispatch using two-way radios, providing them with relevant information such as ill/injured citizens, lost/found property, out of service equipment

Community Police Service Aide, Mission Station, San Francisco

* Answer telephones, provide information, manage complaints, and take messages for the police officers
* Assist citizens who need to file police reports regarding stolen property, vehicle accidents, missing persons, and similar incidents

Alaska Airlines, San Francisco International Airport, CA, March 2006­March 2019

Departure Coordinator, Flight Operations

* Coordinate flight departures by communicating with different departments to solve any issues before flight departures
* Investigate delays and irregular activities, looking for ways to improve performance in the future
* Create and maintain SharePoint site with training materials, phone numbers, and other useful information

Lead Customer Service Agent, Passenger Operations

* Responsible for supervising 15-20 agents per shift and overseeing the passenger operation, which includes check­in and ticketing, enplaning/deplaning activities, customer relations, passenger security, internal security, load planning, and baggage handling
* Create schedules in Excel and regularly maintain them to ensure we are sufficiently staffed
* Responsible for keeping the station monies balanced and closing the station daily reports at the end of the night

# EDUCATION

University of California, Berkeley, Jan 2003­Dec2005

* Bachelor of Arts in Psychology, emphasis in Education
* 3.5 Cumulative GPA