



Selena Ramirez

An Airline Customer Service Agent with four years of experience specializing in communication, client relations, operational support, and process improvement. Adept at interfacing with a diverse range of passengers to identify solutions and ensure customer satisfaction.

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Professional Experience

Airline Customer Service Agent

Frontier Airlines, San Francisco, CA | September 2019 - Present

- ◆ Build relationships with customers, utilizing de-escalation techniques to resolve passenger issues calmly and professionally, and maintain a 93% customer satisfaction rating
- ◆ Identify solutions to boarding issues and complications, field inquiries from passengers, and provide hotel and meal accommodations due to flight delays and cancellations
- ◆ Coordinate with airport staff to manage baggage services, tickets, and boarding procedures while ensuring compliance with safety regulations

Airline Customer Service Agent

JetBlue Airlines, San Francisco, CA | May 2018 - September 2019

- ◆ Coordinated with airline customer service agents in a collaborative team environment and provided support to colleagues to resolve customer challenges and issues
- ◆ Performed account lookups, verified travel documentation, and provided information to travelers to ensure safe boarding and proper accommodations

Education

Bachelor of Arts (BA)
Communication

University of San Francisco,
San Francisco, CA

September 2015 - May 2019

Key Skills

- ◆ Airline Customer Service
 - * Aviation Security
 - * Boarding Procedures
- ◆ Team Collaboration
- ◆ Safety Regulations