

Chi Ming LAI

Experienced passenger services officer with one and half years of experience in Aviation Industry. Excellent reputation for resolving problems and improving customer satisfaction.



Work History

2019-10 -
2021-03

Passenger Services Officer

Hong Kong Airport Services Limited, Hong Kong, Hong Kong

- Worked as a passenger services officer for helping the check-in process.
- Worked well independently and on a team to solve problems.

2018-07 -
2018-08

Cargo Agent

Jardine Airport Services LTD, Hong Kong, Hong Kong

Summer Internship

- Assist Cargo Manifest Department in processing documents and orders



Education

2017-09 -
2019-06

Higher Diploma: Airport Operations Management

Institute of Vocational Education (Ive)

Having completed a program of study and passed the requisite assessments and satisfied all other requirements With pass

2011-09 -
2017-05

Kong Diploma of secondary education

Dipolma, CCC Kei Chi Secondary School

Achieved 5 passed included the English Language in the Hong



Contact

Address

Hong Kong, Hong Kong

Phone

(852) 91894774

E-mail

alexlai7777@gmail.com



Skills

Customer Service

Excellent

Collaborative skills

Excellent

Agent and seller communications

Excellent

Clear and effective communications

Excellent



Languages

Cantonese



Excellent

English



Excellent

Mandarin



Excellent