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| **Iván J. Zapata-Rivera** |

**SUMMARY**

A reliable and customer service oriented professional with nearly four years of flight attendant and four years of corporate experience delivering a high level of dedication,execution and performance. As a prospect supervisor, I aim to grow in Inflight Service’s team with a focus on nurturing a professional environment, excel in customer service and comply with operational needs.

**PROFESSIONAL EXPERIENCE**

**United Continental Holdings | Newark, NJ | 2012 to Present**

Flight Attendant | 2012 to Present

* Manage operational needs, safety and emergency situations implementing FAA and Company guidelines
* Work independently yet as part of a team to ensure compliance of Company’s objectives
* Ensure comfort of passengers surpassing expected customer service maintaining a professional appearance using excellent oral and written communication skills

**Banco Santander Puerto Rico | San Juan, PR | 2009 to 2012**

Rules and Procedures Officer (Internal) | 2010 to 2012

* Supervise projects and stressful complex situations that require objectivity and high analytical skills
* Implement standardization, regulatory, and quality state and federal programs, laws and corporate policies
* Organize, plan and perform presentations for Corporate staff meetings
* Translate manuals, policies, and other confidential documents between English and Spanish

Training Technician (Force) | 2009 to 2010

* Plan training sessions and monitor standards in operations and customer service
* Design and supervise programs to promote ethical and professional behavior
* Offer companywide customer service and product sales training to groups of 20+ employees at a time

Customer Service Representative (MSSS & Force) | 2009

* Tender assistance to non-Spanish speaking customers
* Exceed customer service standards and present professional etiquette at all moments
* Manage and write customer service details in specialized computer software

**EDUCATION**

**Polytechnic University of Puerto Rico | San Juan, PR**

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| * International Enterprise, MBA | 2006 to 2008 | *Suma Cum Laude* * Management, BBA | 2001 to 2006 | *Cum Laude* |

**SKILLS**

* Excellent interpersonal, communication and teamwork skills
* Customer service driven, focused in satisfaction and attention to safety and ethics
* Very dependable and capable of handling stressful and sudden situations in different environments
* Fluent in English, Spanish, and Portuguese, basic knowledge in Hindi and, currently, learning French
* Advanced knowledge of computer software and technology

**HONORS AND AWARDS**

* Multiple recognitions for excellent customer service in written orchid letters
* Top performer in customer service in the Support Division for 2009, 2010, and 2011
* Top performer in communication and interpersonal relationships for 2011
* The National Scholars Honor Society

**VOLUNTEER EXPERIENCE**

* President, Puerto Rico Chamber of Commerce – PUPR Students’ Chapter | San Juan, Puerto Rico
* Coordination of missionary summits for ASSPEN | Vigo, Spain
* Social aid and missionary work for AJEC | Equatorial Guinea and Cameroon
* Social and medical aid for Doctor’s Without Boundaries | Guatemala