

FRANK WRIGHT

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OBJECTIVE

A Position in Customer Service

HIGHLIGHTS OF QUALIFICATIONS

- Over 10 years customer service experience with Emirates and Singapore Airlines
- Intensive supervision of airlines/flight operations
- Expertise in planning and organizing for effective timely management and deployment of staff and customer
- Instrumental in developing techniques leading to the implementation of streamlining the baggage services system
- Excellent skills in computer packages such as MARS, MACS and CRT operations
- Multi-lingual in English, Bengali, Hindi and Urdu

SKILLS AND EXPERIENCE

Customer Service

- Maintained daily interaction with customers averaging 300 per day
- Communicated with clients in order to answer enquiries and resolve problems and discrepancies and reduced customer complaints by 70% per month
- Identified and resolved problems in the baggage services department enabling the company to save 50% compensation payment made monthly to mishandled customers
- Enhanced customer services through data collection and surveys captured by computerized tracking system
- Generated daily/weekly reports containing information in regard to flight schedules, delays, rates or travel procedures

Supervision and Management

- Managed flight arrivals, departures, mishandled customers and baggage cases daily
- Implemented and monitored on the job programs for employees consisting of orientation, introduction to policies and procedures, daily and weekly training programs
- Designed and administered processes for in-house training programs to improve work flow by obtaining management approval for new techniques and strategies
- Supervised daily activities of staff and administered the staff based performance appraisals
- Coordinating amongst staff and senior management and made on the spot decisions in relation to flight operations matter
- Dealt with compensations and reimbursements for mishandled customers, and researched methods to reduce cost
- Designed and constructed a new innovative process resulting to an enhanced and efficient baggage services system

EMPLOYMENT HISTORY

Emirates Airlines, Dhaka, Bangladesh	1997 - 2003
Supervisor - Airport Services	2003-2005
Senior Airport Services Agent	2002-2003
Customer Services Agent	1997-2002
Singapore Airlines, Dhaka, Bangladesh	1995-1997
Customer Services Agent	

EDUCATION

Community Care Certificate	1984
Haringey College, UK	
Industrial, Social & Environmental Studies, Community Care Skills & Practices, Community Care Theory & Science and Communication Skills	
CSE'S and O'Levels	1983
Hornsey High School, UK	

PROFESSIONAL DEVELOPMENT COURSES

Ontario	
Human Resources Selection and Human Relations	In Progress
Ontario Management Development Program (OMDP)	
Bangladesh	
E-Learning Certificate of Completion (Emirates On-line Courses)	2005
United Arab Emirates	
Emirates Fleet Weight and Balance	2004
Managing Flight Disruption	2004
Fundamentals of Load Control and Ramp Handling	2003
MACS Passenger Control	2002
Emirates Baggage Claims	2001
Emirates Baggage Services Skills	2000
Emirates Passenger Services Skills	1998

AWARDS AND ACHIEVEMENTS

Nominated Staff of the Month by Emirates for Outstanding Performance, Bangladesh, 2001
 Recognition of Dedication & Commitment as a Team During Natural Disaster in Bangladesh by
 H.H. Sheik Ahmad Bin Saeed Al Maktoum, President of Dubai Civil Aviation and Chairman of
 the Emirates Group, U.A.E., 1998

Received Commendation for Detection of Fraud Against the Company from Mumtaz Khan,
 Security Manager, Investigation & Fraud Prevention, Emirates Group, Dubai, U.A.E., 1998

Letter of Recognition from Mr. Don Bradley, Airline Liaison Officer, British High Commission,
 for Detecting Forged Documents, Bangladesh, 1997

INTERESTS

Music, Travel, Movies

REFERENCES AVAILABLE UPON REQUEST