

**Rodolfo Noel Sánchez**  
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**INFO:**

ID number: Y-3935404-A  
Date of birth: Jan 26th, 1991  
Age: 29 years old  
Nacionalidad: Venezuelan

**EMPLOYMENT HISTORY:**

- **International security agent, American Airlines inc;  
Caracas-Venezuela. Since Aug-2009 until Sep-2010 (1 year, 2 months)**

On this position all the passengers travel documents must be verified for being able to fly to its destination. Avoid any illegal item, drugs or anything dangerous that would threat the safety of the crew, other passengers or the airplane itself. Do a deep search inside/outside the airplane in order to avoid firearms, explosives, drugs or any other dangerous items that would affect the flight's safety.

- **Baggage, conflict and resolution manager, Delta Airlines;  
Caracas-Venezuela. Since Feb 2011 until Sep 2014 (3 years, 8 months)**

Accomplish all the security procedures of the company while and after the airplane was on earth. Take care on all the passengers needs upon arrival to the airport. Find, deliver or send lost luggages that could not make it on the original flight to its owner. Operate/drive the jetway (bridge in between the terminal and the airplane). Solve conflicts or claims that would happen in between passengers and the airline.

- **Front desk agent (receptionist), Ok Hostel Madrid;  
Madrid, Spain. Since May-2015 until Nov-2018 (3 years and 7 months).**

Do check-in/out of guests. Solve conflicts in between the guest and the hostel. Make any other task requested by the supervisor, manager, owner. Look after the safety and needs of all guests.

- **Front desk supervisor, Ok Hostel Madrid;  
Madrid, Spain. Since Dec-2018 until Sep 2019 (10 months).**

Make all the shifts and vacations of the front desk agents. Follow up all the reviews left by the guests at different booking webpages. Assign beds/rooms depending on the availability, groups and families. Do charges/refunds to the clients depending on the type of booking that was made. Follow up of other administrative cases. Recruit employees according to the needs of the hostel. Train and teach the new hires about costumer service and the procedures of the company.

## **EDUCATION:**

Central University of Venezuela, Caracas-Venezuela - Graduated of translation (English and French). Not finished, working on last project. Oct 2014

Flagship Institute, Dallas Forth Worth, Texas, United States. International security agent. Sep-2010

High school of Ciencias del mar. Vargas, Venezuela. Bachelor of Science. Ago-2008.

## **LANGUAGES:**

Mother tongue: Spanish.

Other languages: English and French.

Level: Bilingual. C1-C2.

## **Social skills:**

Thanks to all the experience obtained working at the civil aviation and tourism industry I have developed enough skills for working in a very efficient way with different people and diverse cultures, taking as a priority all the goals of the company and enjoying a work environment full of ethic, peace and respect.

## **Organizational skills:**

Firstly, working at American Airlines INC I have developed the skill of working under stressful situations in a very efficient way, taking as a priority the best costumer service and making decisions that would lead positive results not only for customers but also to the company. Secondly, once I started working at Delta Air lines INC I had under my coordination 7 people, we were accomplishing all the procedures of the company and always going an extra mile satisfying the costumers and the company goals. Lastly, working at Ok Hostels I could be able to develop a bunch of organizational skills, not only to be able to give my best at my position, but also to lead to the best of every department to accomplish all the goals of the company.

## **Technical skills:**

One of the things I love the most is technology, this is why I have learnt some of the applications made for Windows and MacOS. Thanks to this passion for technology I have complete knowledge of: Word, Excel, Power point, Pages, Canva, Numbers and so on. Also, applications made for iOs and Android.

## **Availability:**

Immediate.