

Mark Nathaniell B. Laud

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WORK EXPERIENCE

GAT Airline Ground Support

July 2024 - February 2025

Flair Airline CSA (Customer Service Agent)

Edmonton International Airport, AB

- Assist passengers with flight reservations, check-ins, and inquiries, ensuring a smooth and efficient process.
- Handled customer complaints and resolved issues, achieving a 95% customer satisfaction rating.
- Ensured compliance with airline policies and procedures, contributing to a 93% success rate in de-escalating challenging situations.
- Worked collaboratively with team members to manage peak travel periods and maintain high service standards.
- Managed multiple tasks simultaneously during peak periods, ensuring smooth operations without compromising service quality.
- Achieve 100% OTP
- Part-time Customer service agent
- Reason for leaving: I live far from my workplace

Starbucks

November 2024- present

Barista

- Responsible for executing all drink choices on the Starbucks menu and any modifications to meet customer needs.
- Personally oversees the customer experience to meet and exceed customer needs, and builds lasting relationships with regulars.
- Regularly delegates tasks and leads team to achieve sales and drive-through goals.

MD Opportunity NO.17

September 2022 - July 2023

Junior Firefighter

Red Earth Creek, AB

- Actively participated in fire training sessions with 100% attendance, fostering teamwork and communication, and acquiring essential skills in tool handling and emergency response planning.
- Responded promptly to emergency calls with 100% attendance, ensuring timely and effective emergency response.

Pizza Hut

June 2022 - August 2022 (Summer of 2022)

Crew member

Red Earth Creek, AB

- Managed high-volume shifts, serving an average of 100 customers per shift with 98% order accuracy and customer satisfaction.
- Working under high pressure, and in a fast-paced environment

EDUCATION

MacEwan University

2025-2029

-Bachelor of Commerce

- Major in accountancy

CERTIFICATIONS, & SKILLS

Certifications:

- I. Red Cross Canada Certificate: First Aid & CPR/AED level CCSA Std. Z1210-17 – Intermediate
- II. Obtain Restricted Area Identity Card, Red pass (RAIC)- Edmonton International Airport

Skills:

| Great at communicating with people | Exceptional at multi-tasking and prioritization | Great knowledge of software and hardware systems | Proficiency in Microsoft Office Suite |