

Mark Nathaniell B. Laud

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WORK EXPERIENCE

GAT Airline Ground Support	July 2024 - February 2025
<i>Flair Airline CSA (Customer Service Agent)</i>	<i>Edmonton International Airport, AB</i>
<ul style="list-style-type: none">▪ 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
<i>Barista</i>	
<ul style="list-style-type: none">▪ 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
<i>Junior Firefighter</i>	<i>Red Earth Creek, AB</i>
<ul style="list-style-type: none">▪ 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)
<i>Crew member</i>	<i>Red Earth Creek, AB</i>
<ul style="list-style-type: none">▪ Managed high-volume shifts, serving an average of 100 customers per shift with <u>98%</u> 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 |