

# SEBASTIAN VARISTO

Proactive and enthusiastic multilingual airport operations and customer experience expert, with great interest in growing within the aviation industry. Excellent interpersonal and communication skills and critical thinking.

## WORK EXPERIENCE

### Lufthansa German Airlines – Head of Lounge

AUGUST 2024 - PRESENT — NEWARK INT'L AIRPORT, NEW JERSEY, USA

Management of the Lufthansa Lounge entire operation.  
Coordination and oversight of F&B service as well as customer experience.  
Coordination and reporting of facility maintenance.  
Quality control of processes in direct contact with service provider companies.  
Strong focus on VIP customers.  
Representation of the LHG brand as a premium airline group.  
Analysis of feedback platforms and implementation of new processes.

### Lufthansa German Airlines – ALS / Head of Surveillance

AUGUST 2019 - DECEMBER 2024 — NEWARK INT'L AIRPORT, NEW JERSEY, USA

Supervision of all ramp activity, monitoring and reporting irregularities.  
Ensure compliance with the Airline's Ground Operations Manual.  
Ensure a cost-efficient ground handling operation adhering to safety standards.  
Responsible for loading documentation, weight/balance and load distribution along with the remote load control department.  
Responsible for performing local operational and cargo audits.  
Responsible for training and examining new operations staff.  
Relief and training duty travel across North America.  
Analysis of KPI together with Station Manager and handling partners.  
Recruitment shadowing.

### Lufthansa German Airlines – Additional Responsibilities

JULY 2018 - PRESENT — NEWARK INT'L AIRPORT, NEW JERSEY, USA

Developmental position alongside experienced Station Duty Managers.  
Resource management and problem resolution in the daily operation, ensuring adhesion to company regulations and procedures. Quality control of processes in direct contact with service provider companies.  
Providing customer service in the Lufthansa Senator and Business Lounge.  
Keeping inventory of food supplies and beverages, coordinating catering deliveries and restocking supplies.  
Coordinating for maintenance and cleaning.

## EDUCATION

### Bilingual Bachelor's Degree in Natural Science

2016 — NEWLANDS SCHOOL, ADROGUE, BUENOS AIRES, ARGENTINA

Natural Science and Art Major, Bilingual English-Spanish, French as third language.

Newark, NJ 07105

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Date of Birth: July 10th, 1998

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LinkedIn:

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## SKILLS

Microsoft software.  
CPR and First Aid.  
Teamwork and Professionalism.  
Altéa DCS, Amadeus, WorldTracer, and Reporting Systems.

## LANGUAGES

**Spanish:** Mother tongue.  
**English:** Bilingual, level C1.  
**German:** Very good, level B2.  
**Portuguese:** Very good, level B1.  
**French:** Good, level A2.

Certificate of Proficiency in English  
Cambridge University, UK — 2016

Diplôme d'Études en Langue Française DELI  
A2 France — 2016

DeutschAkademie Wien, Vienna, Austria  
German Level B2 — 2017

GoFluent by Lufthansa Group  
German Level B2 — 2025

## COURSES

Cabin Crew Member  
IFPA, Buenos Aires, Argentina — 2018.

Psychological First Aid  
Universidad de Barcelona, Barcelona, Spain-  
2021

Exercising Leadership, The Art of Persuasive  
Writing and Public Speaking, The Art of  
Acting in the Workplace  
HarvardX—2023

Software Frontend Developer  
FES Institute — 2025.

## ADDITIONAL RECURRENT TRAINING

EU Official Documentation  
Data Protection and Security Awareness  
Emergency Response Procedures  
Complaints Resolutions Official  
IATA Dangerous Goods Regulations CAT10.  
CRO – US DOT Part 382