

# VICTOR ULLOA

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Ambitious individual with strong organizational and multitasking skills, as well as an aptitude and passion for technology. Ready to apply knowledge and skills to any challenge.

## EXPERIENCE

MAR '22 - PRESENT

**Ramp Agent** | Southwest Airlines, Denver, Colorado

- Accurately documented and processed all necessary paperwork for special services requests.
- Practiced safety-conscious behaviors in operational processes and procedures.
- Managed ground service equipment including loaders, baggage carts, and aircraft deicers.
- Collaborated with internal team to support safe and on-time departures.
- Transferred, loaded and offloaded luggage and cargo using conveyor belts or forklifts.

AUG '19 - AUG '21

**Restaurant Supervisor** | Mister Ol, Miami, FL

- Maintain food and equipment inventories, and keep inventory records.
- Schedule staff hours and assign duties.
- Establish standards for personnel performance and customer service.

JUL '18 - AUG '19

**Food and Beverage Supervisor** | North Beach Village Resort, Fort Lauderdale, FL

- Review work procedures and operational problems to determine ways to improve service, performance, or safety.
- Record the number, type, and cost of items sold to determine which items may be unpopular or less profitable.
- Estimate food, liquor, wine, and other beverage consumption to anticipate amounts to be purchased or requisitioned.

## EDUCATION

AUG '17

**Bachelor of Science (B.S.) in Electrical Engineering**

Universidad Rafael Bellosó Chacín, Maracaibo, Venezuela

## SKILLS

Bilingual (Spanish Speaker) .	Ability to Work Under Pressure.	Decision Making.	Adaptability.
Self Motivation.	Leadership.	Customer Service.	Computer Skills.
		HTML	CSS