

MINA SAYED

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EDUCATION

Bachelor of Arts (B.A.) Communication

Temple University,
Philadelphia, PA
September 2015 - May 2019

KEY SKILLS

- Customer Service
- Communication
- Client Relations
- Airport Operations
- Team Collaboration

An Airline Customer Service Agent with three years of experience specializing in communication, client relations, operational support, and process improvement. Adept at interfacing with a diverse range of passengers to identify solutions and ensure customer satisfaction.

PROFESSIONAL EXPERIENCE

Airline Customer Service Agent

United Airlines, Philadelphia, PA | September 2020 – Present

- Deliver high-quality customer experience to passengers throughout the check-in and boarding process and identify solutions to issues and challenges related to flight delays, cancellations, baggage weight, and travel complications
- Coordinate with airport teams and passengers to ensure appropriate accommodations for customer needs and resolve issues with compassion and understanding
- Achieve an annual customer service rating of 91% in 2021 and 93% in 2022

Airline Customer Service Agent

American Airlines, Philadelphia, PA | May 2019– September 2020

- Coordinated with airline customer service agents in a collaborative team environment and provided support to colleagues to resolve customer challenges and issues
- Performed account lookups, verified travel documentation, and provided information to travelers to ensure safe boarding and proper accommodations